4.0 FUNCTIONAL UNIT TEMPLATES

4.1 Introduction

Sample Year 2000 Functional Unit templates have been developed as guides or models for the various Administrative, Ancillary, Clinical Care Support, and Patient Care units or divisions in the Health Care Facility. These sample templates have been developed in a table format for easy customization. These sample templates are included in this section, as well as a blank template for facility use.

These sample templates are not intended to be comprehensive, or cover all the functional units or division in a particular location. They should be used as a starting point and document due diligence. Certain items in the sample templates may be specific to a health care facility, while other items may not apply to existing conditions.

Functional unit managers, not senior management, should complete the templates. Unit managers should involve their staff members when completing their templates. This will foster Year 2000 awareness and help the entire health care facility staff recognize their importance and the relevance of Year 2000 contingency planning.

The contingency plan templates may need revision as more information becomes available to the functional unit managers or the BCPW. As planning continues and facility preparations are refined, the templates will require frequent assessment and adjustment. As the functional unit templates evolve, feedback and coordination with the BCPW will be needed so the health care facility plan remains consistent.

4.1.1 Other Critical Services not Conducive to the Functional Unit Templates

Although most of the Year 2000 preparation activities within the health care facility can be addressed with functional unit templates, there are other critical services/departments where this approach may not work. Working with both clinical and administrative areas throughout the health care facility, the BCPW can help identify those functional units where the functional unit templates alone may not be suitable. However, similar to the template approach, it is imperative that functional area users identify and complete all contingency plan elements for their area.

Examples of these areas might include:

- Home Based Health Care
- Respiratory Therapy
- Prosthetics
- Infectious Diseases
- Oncology/Hematology
- Biomedical and Facility Engineering

For example, Home Based Health Care (HBHC) should define a risk priority for patients under their care and determine which patients (if any) need to be brought into the health care facility on December 31 for an overnight stay. These may include ventilator-dependent patients, oxygen-dependent patients, and others. HBHC staff will also need to develop a plan for contacting appropriate patients who remain at home and determining whether any Year 2000

related exigencies materialize. HBHC will need to coordinate with Pharmacy and Respiratory Therapy to assure suppliers have been contacted and asked about Year 2000 readiness.

Facility Engineering and Information Resource Management play a critical role in virtually every aspect of Year 2000 Contingency Planning. As such, developing functional unit templates does not reflect their full scope of responsibilities. They must be key players in BCPW and work with functional unit managers in developing their respective templates.

4.1.2 Guidelines for Completing the Templates

When completing the function unit templates, managers should make sure that each of the mission-critical systems listed is thoroughly and thoughtfully evaluated. The contingency planning process must take into account that certain failures may not be immediately apparent.

Functional Unit Managers should begin by referring to the health care facility's current disaster plan. Simply copying the disaster plan will not adequately address many of the potential problems caused by the Year 2000.

4.1.3 Functional Unit Template Instructions

Functional Unit templates have divided into five columns. Each is discussed below with instructions on how to complete each section.

Column 1: Mission-Critical Systems

This column lists the critical facilitywide systems for a VA health care facility. Space has been provided for adding systems that are critical to individual functional units. Individual functional units may have additional mission-critical systems to add, and space for these systems has been provided. For example, Fiscal Service may have "Insurance Companies" as an additional mission-critical system, while the intensive care units may include "Patient Monitoring System" as one of their additional mission-critical systems. The Functional Unit Managers must ensure that the information in the template addresses their needs and responsibilities within the facility.

Column 2: Potential Problems

The potential problems faced by the Functional Unit in the event of a critical-system failure should be specific enough that contacts can be identified and preparations made to minimize the impact. The sample templates illustrate typical problems that various functional units may face. Samples are provided as a result of close collaboration with staff from Functional Units at a number of VA health care facilities.

Some potential problems may have reciprocal effects on other critical systems. For example, a failure of a switchboard may have a direct effect upon communications and an indirect impact on certain alarm systems, particularly if the alarm for medical air is routed to the switchboard.

Column 3: Contact for Assistance in Preparing for Potential Problems

This column provides space to list those individuals who can provide guidance in determining the hazards that could occur as well as offering assistance for contingency planning.

Column 4: Preparations to Minimize Potential Problems

Functional Unit Managers should list in this column proactive measures that they will take to mitigate potential interruption in operations. These actions should be planned in cooperation with the contacts listed in Column 2. Some systems are interrelated, and they should be reflected in the template.

For example, steam distribution may affect heating if the facility uses steam radiators. In this case the "Heating, Ventilation, and Air Conditioning" preparations section may contain a reference to the "Steam Distribution" preparations.

Column 5: If there is an Interruption in Operations Due to Loss of the Critical System

A. Assess the situation for:

This column is used to identify actions necessary to determine the scope and impact of system failures on the Functional Unit. Additionally, this column is used to list officials within the hospital who should be notified of the failure of a critical system.

The items necessary for immediate and continued operation of the functional unit should be listed. These should be as specific as possible, but not be so detailed as to prevent a rapid and concise assessment of the viability of continued operations, even at a reduced level.

These should not be the same things as listed under the "Potential Problems" (Column 2). The Functional Unit Manager should assume that one or more of the listed problems has occurred when completing this section. The ability of the Functional Unit to continue even partial operation, long or short term, must be assessed for communication to the health care facility's Command Center.

Assessment must be ongoing until the mission-critical system is back in full working order.

B. Action required:

Listed in this column are actions necessary to maintain continuing operations of the Functional Unit when a critical system fails. The actions listed may be immediate or delayed, depending on the assessment of unit functionality.

These actions may be strictly internal to the unit, involve other functional units or activities outside the unit, or specify communications to the Command Center, or to others in the chain-of-command. The action, however, is what the unit staff will do, not what other units or activities will do.

The actions should be concise and clear. This is essential since unit staff must know what actions to take in the event of a mission-critical system failure.

If other functional units must provide assistance, list the method of communication along with the items or assistance that is needed. The actions listed in the contingency plan template are those performed within the Functional Unit, not those that are the responsibility of another functional unit or activity. As an example, if potable (drinkable) water is unavailable through normal means, the action may be "Contact Supply for bottled water through Command Center." This concise statement lists the action ("contact"), the need

("bottled water"), the unit to provide the needed item ("Supply"), and the method of communication ("through the Command Center"). The "who" is the assigned staff member(s) of the Functional Unit, and does not need to be included in the template, as this will change depending on the duty roster.

Operations of the Functional Unit may have to be moved in order to continue functioning or caring for patients. The details of such action should already be detailed in the health care facility disaster plan and need not be repeated in the Year 2000 template.

Year 2000 Contingency Plan

DATE: _____

FUNCTIONAL UNIT: _____ **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)			1.	1.	1.
2. Electrical Power (Generator Power Available)			1.	1.	1.
3. Steam Distribution			1.	1.	1.
4. Heating, Ventilation & Air Conditioning (HVAC)			1.	1.	1.
5. Room or Hood Exhaust			1.	1.	1.
6. Water Delivery			1.	1.	1.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
7. Water Conditioning Or Drinkability			1.	1.	1.
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)			1.	1.	1.
9. Critical Supplies			1.	1.	1.
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)			1.	1.	1.
11. VISTA & Other Computer Applications			1.	1.	1.
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)			1.	1.	1.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
13. Elevators & Other Vertical Transport			1.	1.	1.
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)			1.	1.	1.
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)			1.	1.	1.
16.			1.	1.	1.
17.			1.	1.	1.
18.			1.	1.	1.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
19.			1.	1.	1.
20.			1.	1.	1.
21.			1.	1.	1.
22.			1.	1.	1.
23.			1.	1.	1.
24.			1.	1.	1.
25.			1.	1.	1.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
26.			1.	1.	1.
27.			1.	1.	1.

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Canteen **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without electrical power the canteen will need to shut down.*	Contact Chief Facilities Management for possibility of emergency power. No contact with Safety Office is required.	a) No preparation during canteen non-business hours. Closed to the public. b) In a power failure during business hours, staff should be informed of route of egress and will evacuate through free and clear egress route.	a) Determine extent of outage – is it confined or throughout department.	a) Evacuate staff from work area to an area with emergency power (lighting). b) Staff could be assigned to work in conjunction with Dietetics, or will be made available for the labor poll and may be used to support other areas of the facility. c) Confer with the Associate Director for further guidance.
2. Electrical Power (Generator Power Available)	*Without electrical power canteen will need to shut down. 80% of equipment runs w/electric power. Walk-in refrigerators have no emergency power from generators, but are on the switch.*	Contact Chief Facilities Management for possibility of emergency power. No contact with Safety Office is required.	a) Decrease refrigerated supplies. b) Acquire non-perishable food supplies to utilize in lieu of perishables.	a) Determine the extent of the outage and the projected length of the outage.	a) Staff could be made available for the labor pool and may be used to support other areas of the facility. b) Contact utilities for activation of switch when excess power is available (excess power is possible depending on the hospital's workload and weather conditions leading to savings of A/C). c) Confer with the Associate Director for further guidance.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
3. Steam Distribution	*Without steam the canteen will not have capability for dishwashing.*	Chief Facilities Management.	a) Assess quantity of paper products required. b) Assess distribution procedure for paper products.	a) # of prospective customers b) Waste handling capabilities with use of paper products.	a) Distribute paper products. b) Place increased waste containers to handle paper product waste.
4. Heating, Ventilation & Air Conditioning (HVAC)	*Without heating/cooling will need to shut down.*	Chief, Facilities/ Engineering	a) Assess need for portable heating/cooling.	a) Assess need for heating and cooling units.	Deploy supplemental heating and cooling units.
5. Room or Hood Exhaust	*No exhaust out of cooking hoods.*	Chief, Facilities/ Engineering	Assess need for portable exhaust fans	Safety to staff and visibility.	a) Deploy supplemental exhaust, if available. b) Stop cooking on griddles/grills.
6. Water Delivery	*Without domestic water, Canteen services would be interrupted.*	Chief, Facility Management Service	a) Assess quantity of domestic water required. b) Acquire ample supply of domestic water.	a) Assess quantity of bottled water required. b) Assess need for distribution of water for cleaning utensils.	a) Deploy domestic water. b) Deploy alternate means for washing serving utensils.
7. Water Conditioning Or Drinkability	*Without domestic water, Canteen services would be interrupted.*	Chief, Facility Management Service	a) Assess quantity of domestic water required. b) Acquire ample supply of domestic water.	a) Assess quantity of bottled water required. b) Assess need for distribution of water for cleaning utensils.	a) Deploy domestic water. b) Deploy alternate means for washing serving utensils.
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Build-up of waste.*	Chief, Facility Management Service	Acquire ample supply of waste bins/bags.	Assess method for waste management	a) Implement alternate waste handling procedures. b) Place spare waste bins/bags.
9. Critical Supplies	*No impact*				

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts*	Chief, IRM	Assess those sections – Canteen, Burger King, Retail Store – that need to have communication. Obtain hand-held two-way radios or cell phones from EOC.	Assess for those areas requiring communications.	Communications mode will be merely to monitor against theft/ vandalism of the areas that are closed.
11. VISTA & Other Computer Applications	*No Impact.*				
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*a) With out active alarms the risk of theft /vandalism increases in all sections (canteen, Burger King, Retail store, offices).* *b) Canteen service will have no fire and smoke alarms.*	Chief, Police Presence is required to secure cash in the safety box.	a) Canteen and retail store are under electric alarm – Need to be secured and monitor. b) Walk-in refrigerators, office, safety box, and Food department are alarmed to graphic control.	a) Conduct continuous reassessment of the area for theft / vandalism.	a) Assign staff to monitor the area.
13. Elevators & Other Vertical Transport	*No impact.*				
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*No Impact.*				
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No impact.*				

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
16.Security Pick-up of Money	*An interruption in "Brinks" services will affect the canteen because escorting the money/cash to the bank becomes an issue.*	Contact Chief of Police.	a) Obtain Police escort to bring cash to the bank or secure money in the safety box. b) Establish alternate to vendor contract.	Assess contacts for Brinks services.	a) Contact alternate vendor. b) Contact police to implement emergency procedures.

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Fiscal **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting.	a) Determine extent of outage- is it confined or throughout department.	a) Evacuate staff from work area to an area with emergency (lighting). b) Main phone line should be transferred to an area with emergency power. c) Staff to be made available for the labor pool and may be used to support other areas of the facility. d) Confer with the Associate Director for further guidance.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Safety Office	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) A supply of note pads and manual forms should be kept readily available. c) Timekeepers should be made aware of what to do to record time if there is a loss in power.	a) Determine the extent of the outage and the projected length of the outage.	a) Timecard notations will be made manually and entering into the PAID system once electrical power is restored. b) Staff to be made available for the labor pool and may be used to support other areas of the facility. c) Confer with the Associate Director for further guidance.
3. Steam Distribution	*No direct impact*				

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat could impact operations to the point that staff will be no longer to carry out duties*	Chief, Facilities/ Engineering	None	Ability of staff to work safely and efficiently.	1. If loss of heat leads to unbearable conditions, staff to be released. Some staff may be asked to report to the labor pool. 2. Call command center for portable heaters.
5. Room or Hood Exhaust	*No direct impact*				
6. Water Delivery	*No drinking water*	Chief Engineer	Stock bottles water	Ability of staff to continue operations	Have bottles water installed if deemed necessary.
7. Water Conditioning Or Drinkability	*No direct impact. See above (water delivery)*				
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*No trash pickup.*	Environmental management	Stock extra trash bags and receptacles	Ability to continue operations	C all environmental management for trash pickups
9. Critical Supplies	*No critical supplies identified.*				
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts*	Chief, IRM	Assess which sections -fiscal, budgeting, accounting and/or payroll need mobile phones. Identify staff who have mobile phones, to bring their phones to work during the millennium transition period.	Is VISTA working, can communication continue via e-mail?	Continue operations on a limited basis.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt the transfer to funds within the facility, process of purchase orders, processing of payroll.*	IRMS, Information Security Officer	Establish back-up systems for processing vouchers, recording time, etc.	Wait for word from IRM as to the length of the downtime	If warranted activate manual systems.
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*a) With out an active alarm the agent cashier is at risk for theft.* *b) Fire alarms needed to alert staff of a fire.*	Chief, Police Chief, IRM		a) By observing the monitors, etc. determine whether the alarm to the agent cashier working. b) Remain alert for notification on the fire alarm.	a) If **agent cashier's alarm** is not working, lock funds & checks in the safe and suspend operations until police presence can be obtained. b) If **fire alarm** is non-operational, notify your staff and establish a fire watch.
13. Elevators & Other Vertical Transport	*Minimal impact on operations. Handicap staff may be affected.*		Identify physically handicap staff.	If the elevators are not operational determine if wheelchair-bound staff needs assistance in navigating stairs.	None
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Administrative only. Mail service delayed.*	Mailroom	Establish Fiscal on runner system for pickup and delivery.	Ability of mail to be received and delivered.	Contact mailroom and command center to insure that administrative needs are included in current operations.
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No direct impact.*				

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
16. Insurance Companies	*Prompt payment of MCCF charges may not occur due to Y2K systems problems at major payers-insurance companies.*	a) Contact at insurance companies b) VISN CFO	Establish a list of phone numbers of points of contact for each of the major insurance companies. Obtain a statement from each of these companies that they are Y2K compliant.	Notify Associate Director and VISN CFO of reimbursement problems as they are identified.	
17. Armored Car Pickups and Deliveries	*An interruption in "Brinks" services will affect the operations of the agent cashier.*	Service Contract for armor car service.	1. Contact armor car service to assure that their systems are Y2K compliant. 2. Establish a point of contact with the armor car service with alternate phone numbers.	1. Assess ability to continue operations. 2. Assess cash on hand to offer partial payments.	1. May have to close agent cashier if operating cash is depleted. 2. Notify the Associate Director, Chief, Nurse and Patient Advocate of the situation.

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Human Resources **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting.	Determine extent of outage- is it confined or throughout department	a) Evacuate staff from work area to an area with emergency power (lighting). b) Main phone line should be transferred to an area with emergency power. c)
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Safety Office	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) A supply of note pads and manual forms should be kept readily available.	Determine the extent of the outage and the projected length of the outage. .	a) Staff to be made available for the labor pool and may be used to support other areas of the facility. b) Confer with the Associate Director for further guidance.
3. Steam Distribution	*No direct impact*				
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat could impact operations to the point that staff will be no longer to carry out duties*	Chief, Facilities/ Engineering	None	Assess ability to continue safe and efficient operations.	a) If loss of heat leads to unbearable conditions, staff to be released. Some staff may be asked to report to the labor pool. b) Call the control center to report the loss of heat and to obtain a report of the extent of the problem.
5. Room or Hood Exhaust	*No direct impact*				
6. Water Delivery	*No drinking water*	Chief Engineer	Stock bottles water	Ability of staff to continue operations	Have bottles water installed if deemed necessary.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
7. Water Conditioning Or Drinkability	*No direct impact. See above (water delivery)*				
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*No trash pickup.*	Environmental management	Stock extra trash bags and receptacles	Ability to continue operations	C all environmental management for trash pickups
9. Critical Supplies	*No critical supplies identified.*				
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts*	Chief, IRM	Assess which sections (eg: em-ployee relations, classification) may need mobile phones. Identify staff who have mobile phones, to bring their phones to work during the millennium transition period.	Is VISTA working, can communication continue via e-mail?	Continue operations on a limited basis.
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt the processing of new employees.*	IRMS, Information Security Officer	Avoid scheduling the first week in January 2000 as an entry-on-duty date.	Wait for word from IRM as to the length of the downtime	If warranted activate manual systems.
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Fire alarms needed to alert staff of a fire*	Chief, Security	a) Perform testing on alarm system through drills and document. b) Train staff on alarm awareness	Remain alert for notification on the fire alarm.	a) If fire alarm is not working send communication to all employees throughout the medical center that fire emergency notification will be by runner. b) Establish a fire watch.
13. Elevators & Other Vertical Transport	*Minimal impact on operations. Handicap staff may be affected.*		Identify physically handicap staff.	If the elevators are not operational determine if wheelchair-bound staff needs assistance in navigating stairs.	None

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Administrative only. Mail service delayed.*	Mailroom	Establish Human Resources on runner system for pickup and delivery.	Ability of mail to be received and delivered.	Contact mailroom and command center to insure that administrative needs are included in current operations.
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No impact.*				
16.Public Transportation Systems	*A breakdown in public transportation will impede staff's ability to get to work*	Public Affairs	a) Re-emphasize to the employee body that they are essential and should make a good faith effort to get to work regardless of the transportation situation. b) Issue a reminder to service chiefs to update the home phone numbers of employees.	By listening to the local news keep abreast of the status of public transportation systems.	If necessary provide home phones of key employees to management contained in personnel files.
17.					
18.					
19.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Police and Security Service **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties in dispatch operation section.*	Facilities Management/ Safety office	a) Staff should be informed of areas that are not properly illuminated. b) Main hallways should be free and clear of anything staff may trip over in dim lighting.	Determine extent of outage- is it confined or throughout department or medical center.	a) Relocate staff to an area with emergency power (lighting) if needed. b) Main phone line should be transferred to an area with emergency power. c) Confer with the Associate Director for further guidance.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Facilities Management / Engineering	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) A supply of note pads and manual forms should be kept readily available.	Determine the extent of the outage and the projected length of the outage.	a) VA FORMS –1393 and Daily Operation Journal will be hand written or typed. b) Confer with the Associate Director for further guidance.
3. Steam Distribution	*No direct impact*				
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat could impact operations to the point that staff will be no longer to carry out duties*	Chief, Facilities/ Engineering	None	Assess ability to continue safe and efficient operations.	a) If loss of heat leads to unbearable conditions, staff to be released. Some staff may be asked to report to the labor pool. b) Call the control center to report the loss of heat and to obtain a report of the extent of the problem.
5. Room or Hood Exhaust	*No direct impact*				
6. Water Delivery	*No drinking water*	Chief Engineer	Stock bottles water	Ability of staff to continue operations	Have bottles water installed if deemed necessary.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
7. Water Conditioning Or Drinkability	*No direct impact. See above (water delivery)*				
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*No trash pickup.*	Environmental management	Stock extra trash bags and receptacles	Ability to continue operations	C all environmental management for trash pickups
9. Critical Supplies	*No critical supplies identified.*				
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*1. Loss of phones will impede the departments ability to communicate with medical center staff and external contacts* *2. Loss of Base Radio Commun-ication could impact the com-munication bet-ween staff per-forming on duty.*	1. Chief, IRM 2. AOD 3. Nursing supv. 4. Facilities Manage-ment / Engineer-ing.	1. Police and Security Service supervisor is responsible for ensuring that hand held radios are available for use in all critical areas. 2. Have back-up two-way radios and mobile phones available for dispatchers and officers.	1. Determine the extent of the radio failure by contacting Facilities and Engineering for radio checks.	1. Continue operations on a limited basis with two-way radios and request for mobile phones. If needed, request addition radios from Facilities Management. 2. Police supervisor will assign a radio to charge person in the following area: SICU, MICU, ER, command center & nursing supervisor
11. VISTA & Other Computer Applications	*An interruption in VISTA/DHCP would interrupt report writing, and impact key requests.*	IRMS, Information Security Officer	Establish back-up systems for processing vouchers, time cards, etc.	Wait for IRM for information on estimated downtime	If warranted, activate manual systems.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*1. With out an active alarm key areas are at risk for theft: agent cashier, canteen, Silver recovery room, and Pharmacy are at risk for theft.* *2. Fire alarms needed to alert staff of fire.*	1. Chief, of Pharmacy 2. Chief of IRM 3. Facilities Man-agement/ Engineer-ing 4. Safety Officer	Police and Security Service plans foot patrol in these areas. Discuss alternate alarm procedures with affected areas. Review Fire Watch Procedures.	a) By observing the monitors, determine whether alarm systems are working. b) Remain alert for notification on the fire alarm.	a) Maintain a 24 hrs. Post and patrol at key locations until alarm system is back in proper working condition. b) If fire alarm is non-operational, notify staff and establish a fire watch.
13. Elevators & Other Vertical Transport	*Minimal impact on operations. Handicapped staff may be affected.*	Facilities Management/ Engineering	1. Identify physically handicapped staff and patients. 2. Review procedures to assist Engineering service when persons get trapped in the elevators	If the elevators are not operational determine if wheelchair-bound staff members or patients need assistance in navigating stairs.	Assist Engineering Service with transporting patients and employees and assist in getting them out of elevators if trapped.
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Administrative only. Mail service delayed.*	Mailroom	Establish Human Resources on runner system for pickup and delivery.	Ability of mail to be received and delivered.	Contact mailroom and command center to insure that administrative needs are included in current operations.
15. Central Medical Gases	*No impact.*				
16. Parking Gate System	*Will be unable to control parking in the carpool and doctors parking lots.*	Facilities Management/ Engineer	Police and Security Service would request personnel from Facilities management /Engineering for assistance.	Check to see if gates are functional.	Police and Security Service would post personnel at gates to monitor vehicle for proper decals.
17. External Door Locking System	*With out Locknetics system operating on doors the building will not be secured.*	Facilities Management/ Engineer	Police and Security Service will identify and secure doors that are on the Locknetics system.	Check to see if system is functional	Police and Security Service will request service personnel to assist in securing doors.
18.Telephone Panic Alarm System	*Without panic alarms Officer will not be able to respond in a timely manner.*	Chief, IRM/System	Police and Security Service will contact personnel in this area and review alternate alarm procedures and systems.	Check to see if panic alarms are functional.	Police and Security Service would request additional personnel from Facilities for assistance until system is fully operational

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Purchasing, Contracting, and Warehouse **FUNCTIONAL UNIT MANAGER: _____**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Safety Office	1. Staff should be informed of route of egress. 2. Route of egress should be free and clear of anything staff may trip over in dim lighting.	1. Determine extent of outage- is it confined or throughout department.	1. Evacuate staff from work area to an area with emergency power (lighting). 2. Main phone line should be transferred to an area with emergency power. 3. Confer with the Associate Director for further guidance
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Safety Office	1. If emergency power outlets are available, key electrical systems should be plugged into these outlets. 2. A supply of note pads and manual forms should be kept readily available. 3. Timekeepers should be made aware of what to do to record time if there is a loss in power.	1. Determine the extent of the outage and the projected length of the outage.	1. Staff remains in work areas and goes on manual operation as much as possible. 2. Confer with the Associate Director for further guidance.
3. Steam Distribution	*No direct impact: See next item.*				
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of HVAC could impact operations (especially in ware-house) to the point that staff will be no longer to carry out duties*	Chief, Facilities/ Engineering	None	Assess extent of outage, especially in warehouse and stocking areas.	1. If loss of heat leads to unbearable conditions, staff to be released. Some staff may be asked to report to the labor pool. 2. Call the control center and report the loss of heat.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
5. Room or Hood Exhaust	*No direct impact*				
6. Water Delivery	*Minimal impact*				Staff to be made available for the labor pool and may be used to bring ice and water to the units.
7. Water Conditioning Or Drinkability	*Minimal impact*				Staff to be made available for the labor pool and may be used to bring ice and water to the units.
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Minimal Impact*				
9. Critical Supplies	*Minimal impact*			We stock a 10 supply for such emergencies.	
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts*	Chief, IRM	Assess which sections -fiscal, budgeting, accounting and/or payroll need mobile phones. Identify staff who have mobile phones, to bring their phones to work during the millennium transition period.	Is VISTA working, can communication continue via e-mail?	Continue operations on a limited basis.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt the transfer to funds within the facility, process of purchase orders, processing of payroll.*	IRMS, Information Security Officer	Establish back-up systems for processing vouchers, recording time, etc.	Wait for word from IRM as to the length of the downtime	If warranted activate manual systems.
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Fire alarms needed to alert staff of a fire.*	Chief, Police Chief, IRM		a) Remain alert for notification on the fire alarm.	a) If **fire alarm** is non-operational, notify your staff and establish a fire watch.
13. Elevators & Other Vertical Transport	*Minimal impact on operations. Handicap staff may be affected.*		Identify physically handicap staff.	If the elevators are not operational determine if wheelchair-bound staff needs assistance in navigating stairs.	None
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Minimal impact*				
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*Minimal Impact*				
16.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Food and Nutrition **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting. c) Contact sources for possible portable lighting.	a) Determine extent of outage- is it confined or throughout department.	a) Evacuate staff from work area to an area with emergency power (lighting). b) Main phone line should be transferred to an area with emergency power. c) Staff to be made available for the labor pool and may be used to support other areas of the facility.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Safety Office	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) Plan with Engineering emergency power sources for essential kitchen equipment i.e., walk-in refrigerators, ovens, etc.	Determine the extent of the outage and the projected length of the outage.	a) Manual operating procedures should be put in place if computer system is down. b) Menus will be changed according to kitchen equipment that is up and running. c) Staff to be made available for the labor pool and may be used to support other areas of the facility.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
3. Steam Distribution	*Affects dishmachine*	Chief Facilities Engineering	Chemicals for cleaning may be an option.	Determine length of time steam will be down.	If dishmachine needed before steam recovery, use chemicals or activate paper/plastic utensils.
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat could impact operations to the point that staff will be no longer to carry out duties*	Chief Facilities; Engineering	None	Ability to continue safe operations.	If loss of heat leads to unbearable conditions, staff to be released. Some staff may be asked to report to the labor pool.
5. Room or Hood Exhaust	*Minimal Impact*	Chief Facilities; Engineering	None	Safe operations.	a) Access menu plans to avoid cooking foods which require exhaust system. b) Contact Engineering abd report failure.
6. Water Delivery	*a) Unable to prepare foods which need water.* *b) Unable to wash dishes.* *c) Unable to wash hands.* *d) Ice may be unavailable.*	Chief Facilities /Engineering	a) Stock water during the pre-millennium phase. b) Stock plastic/paper utensils and plates during the pre-millennium phase. c) Stock disposable steam table pans. d) Stock chemicals for handwashing e) Purchase spare ice makers or contract ice delivery.	a) Recipes calling for water. b) How long water supply will last. c) How long Engineering expects water supply to be down.	a) Utilize recipes utilizing minimal water requirements. b) Utilize paper/plastic serving utensils and plates. c) Activate chemicals for handwashing. d) Activate alternate ice supply, if needed.
7. Water Conditioning Or Drinkability	*May affect machine operations (if hard water issues)*		N/A	Ability to continue food preparation.	Staff to be made available for the labor pool and may be used to bring ice and water to the units.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Minimal impact*	Chief Facilities Engineering	Plan to have extra dumpsters in place.	Assess length of downtime.	Utilize alternate waste disposal systems.
9. Critical Supplies	*An interruption in food delivery*	Chief, A&MMS	a) Stock food during the pre-millennium phase. b) Prepare contracts with other suppliers/caterers.	Assess how long food suppliers will be down.	a) Have alternate suppliers ready. b) Utilize local grocery chains. c) Have catering businesses ready to prepare meals.
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts*	Chief, IRM	a) Assess if mobile phone will work in your needed areas. b) Assess which sections need mobile phones. c) Identify staff who have mobile phones, to bring their phones to work during the millennium transition period.	Is VISTA working, can communication continue via e-mail?	Implement manual VISTA plan. Use runners to check diet activity on units.
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt the automated menu system, diet tracking, food requests, food allergy tracking, admissions and discharges.*	IRMS, Information Security Officer	Establish manual systems for tracking essential dietary information.	Wait for word from IRM as to the length of the downtime	1. If warranted activate manual systems. 2. Have Master menus printed in advance. 3. Have runners in place. 4. Have Diet cards in place.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	**Action required:**
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*a) Fire alarms needed to alert staff of a fire.* *b) Refrigeration alarm may be affected.*	Chief, Police Chief, Fire Chief, Biomed		a) Remain alert for notification on the fire alarm. b) Watch refrigerator temperature gauges	a) If **fire alarm** is non-operational, notify your staff and establish a fire watch. b) If temperature goes below safe level, alternate refrigeration method will have to be used.
Unable to use elevators for food distribution.	Chief Facilities /Engineering	N/A	If the elevators are not operational determine next meal schedule.	Ability and needs for food delivery.	Contact command center. Identify possible staff from labor pool to utilize to deliver food.
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*No impact*				
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No impact*				
16.					
17.					

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
18.					
19.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Clinical Laboratory **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties. Potential danger to patients/family.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting. c) Stock flashlights and batteries in all exam rooms d) Test emergency lighting and inform staff where these lights are located.	a) Determine extent of outage- is it confined or throughout department.	a) Evacuate staff from work area to an area with emergency power (lighting). b) Place exam requests in pending state; complete when power is restored. c) Main phone line should be transferred to an area with emergency lighting. d) Staff to be made available for the labor
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties. Unplanned or unanticipated loss of power could cause potential damage to the electronics of equipment used.*	Safety Office Engineering Dept	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets.) b) Perform full load testing on site generators. c) Confirm contingency plans with outside reference labs.	Service Chief to determine the extent of the outage and the projected length of the outage.	a) Notify COS with update of laboratory capabilities b) Staff to be made available for the labor pool c) Main analyzers are on emergency power; functional d) (if generators don't work, may shift to an outside lab)
3. Steam Distribution	*Autoclave*	Facilities Management	a) Long term delay –confer with engineering and Hospital Safety Officer	Chief Technologist will assess the situation	a) Call Facilities Management b) Post "out of service" sign on autoclave
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat could impact operations to the point that staff will be no longer to carry out duties Overheating could cause damage to electronic equipment.*	Chief, Facilities/ Engineering Chief, Biomedical	a) Have fans on hand for rooms that have potential to overheat if no A/C. b) Store space heaters if needed for patient comfort.	Service Chief to determine the extent of the outage and the projected length of the outage.	a) Evaluate situation to protect equipment. b) Wait until equipment cools down to restart testing c) Send tests out to outside reference lab. d) Some staff may be asked to report to the labor pool.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
5. Room or Hood Exhaust	*Potential for germ spread contamination in positive pressure rooms/hoods*	Safety Office Chief Technologist	a) Evaluate potential problems if positive pressure is lost during lab procedure esp. Microbiology (TB)	a) Service chief to evaluate situation. b) Ability to set up and run TB and similar cultures	a) Service Chief to call C if exams cannot be performed due to loss of exhaust capabilities. b) Contact Engineering/boiler plant for work order. c) May need to send out samples.
6. Water Delivery	*a) Water required for some test and equipment* *b) Some exams require water/toilets/flushing* *c) Hand washing critical*	Safety Office	a) Stock bottled water to use in certain tests b) Secretary should make and file do not flush signs c) Stock alcohol wipes d) Contract with vendor for water buffaloes. e) Evaluate water system and backup up availability. f) Contact reference lab vendor for confirmation of their contingency plans, g) Review transportation of sample plans.	Service Chief to determine the extent of the outage and the projected length of the outage.	a) Limit the usage of toilets. (Do not flush signs) b) May need to send out samples to a reference lab. c) Shut down equipment connected to waterlines d) Turn off electricity to the walk-in incubator and cooler and distribute samples inside to other incubators. e) Distribute water and alcohol wipes for hand cleansing. f) Call command center and provide status of operations
7. Water Conditioning Or Drinkability	*a) Minimal impact except for drinking water*	Supply Officer	a) Stock Bottled Water	If water is out inform staff to minimize water use	Report failure to command center
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Unable to dispose of biohazard waste*	Safety Office	a) Stock extra red bags and containers b) Stock Bottled Water	Ability to preserve staff safety and environmental controls	Contact environmental management for assistance with disposal

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
9. Critical Supplies	*Adverse affect on the operations of the pathology and laboratory department.*	Chief, Purchasing and Contracting Chief Technologist	a) Eliminate JIT ordering b) Speak with vendors and request information on their contingency plans, c) Stock enough supplies to cover at least 2 weeks. d) Place standing orders.	Evaluate the situation and determine which studies can be performed.	a) Notify COS and Site Manager of which studies can be performed and which are no longer available. b) Contact nearby hospital to check on their supplies
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts*	Chief, IRM Chief, Security	a) Assess which sections – Chemistry, Blood Bank, and Microbiology need mobile phones. b) Identify staff who have mobile phones, to bring their phones to work during the millennium transition period. c) Security to distribute walkie-talkies for backup.	Is VISTA working, can communication continue via e-mail? Is the phone system completely down?(cell phones wont work) Will fax work?	a) Continue operations on a limited basis. b) Contact Security by radio or runner. c) Use pay phones for in-house only phone crashes to maintain communications. d) Security to distribute walkie-talkies
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt order entry and results reporting.*	IRMS, Information Security Officer	Establish back-up systems for processing pathology and laboratory requests and inputting exam results into the VistA system.	Wait for word from IRM as to the length of the downtime	1. Start using VA Lab Slips; distribute to wards. 2. At reception desk begin manual logs and log sheets for each exam 3. Use runners for inpatient results. Call MD if critical results or urgent for outpatients. 4. After VistA is restored, enter all exams and dictations into system.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*a) Fire alarms needed to alert staff of a fire* *b) Refrigeration alarms required for blood bank and for other lab samples.*	Chief, Security Chief, Biomed Chief, IRM	a) Perform testing on alarm system through drills and document. b) Train staff on alarm awareness c) Confirm contract with dry ice vendor	a) By observing the monitors, etc. determine whether the alarm to the refrigeration is working. b) Remain alert for notification on the fire alarm.	a) If refrigeration alarm is not working, Chief tech will call Engineering immediately. b) Transfer samples/blood to refrigerator with emergency power c) Monitor temperature within refrigerator and utilize ice or dry ice to maintain healthy temperature, d) If fire alarm is not working establish fire watch per policy.
13. Elevators & Other Vertical Transport	*May affect ability to draw blood on patients* *Handicap staff may be affected.*	Chief, Engineering Safety Office Chief Technologist	a) Assign staff for blood draws who are capable and willing to use the stairs. b) Identify hazards of carrying specimens on stairwells. c) Communicate plan to lab staff. d) Purchase small hand carried baskets	If the elevators are not operational determine if wheelchair-bound staff needs assistance in navigating stairs.	a) Reassign staff as needed. b) Request assistance from nursing staff.
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Minimal impact*	Safety Office	N/A		
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*Minimal Impact*				
16.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Pharmacy (Inpatient) **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting, Pharmacy Service cannot function.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting. c) Stock flashlights and batteries. d) Some lighting should be on emergency power and staff should know where these lights are located.	a) Determine extent of outage - is it confined, or throughout department? b) Potential danger to patients if prescriptions not filled or filled incorrectly.	a) Can move pharmacy staff and supplies (if practical) from one work area to another with emergency lighting. b) Main phone line should be transferred to an area with emergency lighting. c) Confer with the Chief of Staff for further guidance.
2. Electrical Power (Generator Power Available)	*Without power, staff cannot carry out their duties.* *No electronic e-mail.* *Refrigerated drugs would deteriorate.* *Security, dispensing, and intercom systems inoperable.* *Order transmission to vendors inoperable.*	a) Safety Office b) Engineering Dept. c) Contracting Officer	a) If emergency power outlets are available, key electrical systems (automatic pill dispensers, ventilation hoods for IV prep) should be plugged into these outlets. b) Place all automated equipment and refrigerators on emergency power. c) Perform full load testing on site generators.	a) Determine the extent of the outage, the projected length of the outage and its impact on pharmacy operations.	a) Can manually count and package unit doses until power restored. b) Utilize manual typewriters for labeling. c) Utilize flashlights for emergency lighting. d) Staff may be made available for the labor pool, if not needed to manually support pharmacy functions.
3. Steam Distribution	*No direct impact; see HVAC Systems*	Safety Office			

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
4. Heating, Ventilation & Air Conditioning (HVAC)	*Deterioration/ destruction of regular stock drugs due to excessive heat. Possible damage to electronic equipment. Poor working environment, limiting employee productivity.*	a) Chief, Facilities b) Chief, Engineering c) Chief, Biomedical	a) Have fans on hand for rooms that have potential to overheat if no A/C. b) Store space heaters if needed for staff comfort due to lack of heat.	Evaluate situation to protect the viability of both equipment and medications.	a) Call the control center to report the failure and to obtain a report of the extent of the problem. b) Perform measures to protect staff from hazards due to loss of ventilation. c) If loss of heat or A/C leads to unbearable conditions, some staff may be sent to labor pool
5. Room or Hood Exhaust	*Loss of exhaust means the Chemotherapy Hood would not exhaust biohazardous gasses. Loss of exhaust could affect the incineration of bio-hazardous material.*	a) Safety Office b) Chief, Facilities/ Engineering	Have a backup re-circulating hood for emergency situations.	Ability to continue formulating medications.	Contact COS if unable to prepare medications and request exhaust repair. Call outside hospitals for assistance.
6. Water Delivery	*Drinking water and toilets not available. Water not available for hand washing, drug preparation and emergency eye wash equipment.*	Safety Office	Acquire and store quantity of bottled water for drinking, drug preparation and emergency eye washing.	a) Implement water conservation measures.	a) Distribute water and alcohol wipes for hand cleansing. b) Staff to be made available to bring ice and water to the units, or assist with bucket brigades.
7. Water Conditioning Or Drinkability	*Drinking water not available.*	Safety Office	Acquire and store quantity of bottled water for drinking	Ability to continue operations.	Staff may be made available to bring ice and water to the units. Call command center to let them know how many staff are available to assist as needed.
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Biohazardous waste not disposed of properly.*	Safety Office	Obtain additional red bags and containers.	Safety of staff.	Contact environmental management for disposal.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
9. Critical Supplies	*An interruption in receiving drugs, IV solutions, irrigation solution, surgical supplies, etc. would affect operations of the pharmacy department.*	Chief, Purchasing and Contracting Chief, Technologist	a) Speak with vendors and request information on their contingency plans, b) Stock enough supplies to cover at least 2 weeks. c) Review shipping alternatives	Evaluate the situation and determine if drugs or supplies need to be rationed.	Notify COS and Site Manager of which medications and supplies can be dispensed and which are no longer available.
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Impeded communications with staff and external contacts.* *No drug orders to prime vendors through modem.* *No faxing of orders/ prescriptions.* *Beeper system limited.* *Emergency telephone cascade unavailable.*	a) Chief, IRM b) Chief, Security	a) Assess which sections need mobile phones. b) Identify staff who have mobile phones, to bring their phones to work during the millennium transition period. c) Security will distribute walkie-talkies to provide telephone backup. d) Find local ham operators to assist in communications	1. Is VISTA working, so that communications can continue via e-mail? 2. Is the phone system completely down? (If so, cellular phones won't work) 3. Will fax work?	a) Continue operations on a limited basis. b) Contact Security by radio or runner. c) Security to distribute walkie-talkies
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt the transfer of prescription orders (new, change, stop) to pharmacy and patient records.*	IRMS, Information Security Officer	Establish back-up systems for manually processing medication orders, prescriptions dispensed and STAT orders. When *VISTA* restored, would need to input these into the system.	Wait for word from IRM as to the length of the downtime.	If warranted activate manual systems: 1. Set up a control center to log every prescription ordered, dispensed and administered to patients. Written log should include patient name, social security number, bed & ward assignment and medication. 2. After *VISTA* is restored, enter all manual orders into the computer system.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Fire alarms would not be functional to alert staff of a fire. Freezer alarms may not work. Security systems, retinal scanner for controlled substance vaults and card access not functional.*	a) Chief, Security b) Chief, Biomed c) Chief, IRM	a) Perform testing on alarm system through drills, and document. b) Train staff on alarms awareness – fire, freezer, security. c)	a) Remain alert for notification on the fire alarm. b) Secure controlled substance vaults or areas.	a) If fire alarm is not working send communication to all employees throughout the medical center that fire emergency notification will be by runner. b) Establish a fire watch. c) Security will be by door lock and key entry only.
13. Elevators & Other Vertical Transport	*Could not distribute medications to the wards or specialty areas. Could not distribute bulk pharmacy supplies to wards*	1. Chief, Engineering 2. Safety Office	1. Have wards increase stock of bulk supplies. 2. Notify wards of potential impact in delivery of medications. 3. Identify physically handicapped staff.	Ability to deliver medications.	Schedule additional personnel, or pull from available labor pool, to assist with delivery of medications and bulk supplies.
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Robotic carrier down. Vacuum tube system unavailable for delivery of orders and medications to and from pharmacy.*	Lead A/C Shop or, Lead Plumbing Shop	a) Notify wards of potential impact in delivery of medications.	Ability to receive orders and distribute medication.	1. Notify Engineering of failure. 2. Staff extra pharmacy runners to replace or supplement vacuum tube delivery system.
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No direct impact.*				
16.					

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
17.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Pharmacy (Outpatient) **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting, Pharmacy Service cannot function.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting. c) Stock flashlights and batteries. d) Some lighting should be on emergency power and staff should know where these lights are located.	a) Determine extent of outage - is it confined, or throughout department? b) Potential danger to patients if prescriptions not filled or filled incorrectly.	a) Can move pharmacy staff and supplies (if practical) from one work area to another with emergency lighting. b) Main phone line should be transferred to an area with emergency lighting. c) Confer with the Chief of Staff for further guidance.
2. Electrical Power (Generator Power Available)	*Without power, staff cannot carry out their duties.* *No electronic e-mail.* *Refrigerated drugs would deteriorate.* *Security, dispensing, and intercom systems inoperable.* *Order transmission to vendors inoperable.*	a) Safety Office b) Engineering Dept. c) Contracting Officer	a) If emergency power outlets are available, key electrical systems (automatic pill dispensers, ventilation hoods for IV prep) should be plugged into these outlets. b) Place all automated equipment and refrigerators on emergency power. c) Perform full load testing on site generators.	a) Determine the extent of the outage, the projected length of the outage and its impact on pharmacy operations.	a) Can manually count and package unit doses until power restored. b) Utilize manual typewriters for labeling. c) Utilize flashlights for emergency lighting. d) Staff may be made available for the labor pool, if not needed to manually support pharmacy functions.
3. Steam Distribution	*No direct impact; see HVAC Systems*	Safety Office			

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
4. Heating, Ventilation & Air Conditioning (HVAC)	*Deterioration/ destruction of regular stock drugs due to excessive heat. Possible damage to electronic equipment. Poor working environment, limiting employee productivity.*	a) Chief, Facilities b) Chief, Engineering c) Chief, Biomedical	a) Have fans on hand for rooms that have potential to overheat if no A/C. b) Store space heaters if needed for staff comfort due to lack of heat.	Evaluate situation to protect the viability of both equipment and medications.	a) Call the control center to report the failure and to obtain a report of the extent of the problem. b) Perform measures to protect staff from hazards due to loss of ventilation. c) If loss of heat or A/C leads to unbearable conditions, some staff may be sent to labor pool
5. Room or Hood Exhaust	*Minimal impact unless inpatient pharmacy exhaust also inoperable, then unable to compound certain medications.*	a) Safety Office b) Chief, Facilities/ Engineering	Have a backup re-circulating hood for emergency situations.	Ability to continue formulating medications.	Contact COS if unable to prepare medications and request exhaust repair. Call outside hospitals for assistance.
6. Water Delivery	*Drinking water and toilets not available. Water not available for hand washing, drug preparation and emergency eye wash equipment.*	Safety Office	Acquire and store quantity of bottled water for drinking, drug preparation and emergency eye washing.	a) Implement water conservation measures.	a) Distribute water and alcohol wipes for hand cleansing. b) Staff to be made available to bring ice and water to the units, or assist with bucket brigades.
7. Water Conditioning Or Drinkability	*Drinking water not available.*	Safety Office	Acquire and store quantity of bottled water for drinking	Ability to continue operations.	Staff may be made available to bring ice and water to the units. Call command center to let them know how many staff are available to assist as needed.
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Hazardous waste not disposed of properly.*	Safety Office	Obtain additional red bags and containers.	Safety of staff.	Contact environmental management for disposal.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
9. Critical Supplies	*An interruption in receiving drugs, IV solutions, irrigation solution, surgical supplies, etc. would affect operations of the pharmacy department.*	Chief, Purchasing and Contracting Chief, Technologist	a) Speak with vendors and request information on their contingency plans, b) Stock enough supplies to cover at least 2 weeks. c) Review shipping alternatives	Evaluate the situation and determine if drugs or supplies need to be rationed.	Notify COS and Site Manager of which medications and supplies can be dispensed and which are no longer available.
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Communications with staff and external contacts impeded. No faxing of orders/ prescriptions. Beeper system limited. Emergency telephone cascade unavailable.*	a) Chief, IRM b) Chief, Security	a) Assess which sections need mobile phones. b) Identify staff who have mobile phones, to bring their phones to work during the millennium transition period. c) Security will distribute walkie-talkies to provide telephone backup.	1. Is VISTA working, so that communications can continue via e-mail? 2. Is the phone system completely down? (If so, cellular phones won't work) 3. Will fax work?	a) Continue operations on a limited basis. b) Contact Security by radio or runner. c) Security to distribute walkie-talkies
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt the transfer of prescription orders (new, change, stop) to pharmacy and patient records.*	IRMS, Information Security Officer	Establish back-up systems for manually processing medication orders, prescriptions dispensed and STAT orders. When *VISTA* restored, would need to input these into the system.	Wait for word from IRM as to the length of the downtime.	1. Manual log for every prescription ordered, dispensed and administered to patients. Log to include patient name, SSN, clinic and medication. 2. After *VISTA* is restored, enter all manual orders into the computer system.
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Fire alarms would not be functional to alert staff of a fire. Freezer alarms may not work. Security systems, retinal scanner for controlled substance vaults and card access not functional.*	a) Chief, Security b) Chief, Biomed c) Chief, IRM	a) Perform testing on alarm system through drills, and document. b) Train staff on alarms awareness – fire, freezer, security.	a) Remain alert for notification on the fire alarm. b) Secure controlled substance vaults or areas.	a) If fire alarm is not working send communication to all employees throughout the medical center that fire emergency notification will be by runner. b) Establish a fire watch. c) Security will be by door lock and key entry only.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
13. Elevators & Other Vertical Transport	*Could not distribute medications to the clinics on other floors.*	1. Chief, Engineering 2. Safety Office	1. Have clinics increase stock of bulk supplies. 2. Notify clinics of potential impact in delivery of medications. 3. Identify physically handicapped staff.	Ability to transport medications.	Schedule additional personnel, or pull from available labor pool, to assist with delivery of medications and bulk supplies.
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Robotic carrier down. Vacuum tube system unavailable for delivery of orders and medications to and from pharmacy.*	Lead A/C Shop or, Lead Plumbing Shop	a) Notify wards of potential impact in delivery of medications.	Ability to receive orders and distribute medication.	1. Notify Engineering of failure. 2. Staff extra pharmacy runners to replace or supplement vacuum tube delivery system.
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No direct impact.*				
16.					
17.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Prosthetics **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties. Potential danger to patients/family.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting. c) Stock flashlights and batteries. d) Test emergency lighting and inform staff where these lights are located.	a) Determine extent of outage - is it confined, or throughout department?	a) Evacuate staff and patients from work area to an area with emergency power (lighting). b) Return patients to the ward if possible. Move outpatients to lighted area(s). c) Main phone line should be transferred to an area with emergency lighting. d) Staff to be made available for the labor pool.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties. .*	a) Safety Office b) Engineering Dept c) Contracting Officer	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) Perform full load testing on site generators. c) Evaluate equipment and supply needs to use for	a) Determine the extent of the outage and the projected length of the outage.	a) Utilize flashlights for emergency lighting. b) Staff to be made available for the labor pool and may be used to support other areas of the facility. c) Confer with the Chief of Staff for further guidance.
3. Steam Distribution	*No direct impact; see HVAC (System #4).*	Safety Office			

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat and/or ventilation could impact operations to the point that staff will no longer be able to carry out duties.* .	a) Chief, Facilities/ Engineering b) Chief, Biomedical	a) Have fans on hand for rooms that have potential to overheat if no A/C. b) Store space heaters if needed for patient comfort.	Operational impact and ability to continue operations.	a) Evaluate situation to protect viability of equipment. b) Perform measures to keep patients comfortable with either extreme heat or extreme cold. c) If loss of heat leads to unbearable conditions, staff to be released. d) Some staff may be asked to report to the labor pool.
5. Room or Hood Exhaust	*No direct impact; see HVAC (System #4).*	Safety Office			
6. Water Delivery	*Minimal Impact*	Safety Office	Secretary should make and file do not flush signs	Ability to continue operations.	a) Limit the usage of toilets. ('Do not flush' signs) b) Distribute water and alcohol wipes for hand cleansing. c) Staff to be made available to bring ice and water to the units, or assist with bucket brigades.
7. Water Conditioning Or Drinkability	*See Water Delivery (System #7).*			Ability to continue operations.	Staff members to be made available to bring ice and water to the units.
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Minimal Impact except for toilets. See Water Delivery (System #7).*	a) Chief, Engineering b) Safety Officer			

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
9. Critical Supplies	*An interruption in receiving crutches, wheelchairs, artificial limbs and other supplies would adversely affect the operations of the prosthetics department.*	a) Chief, Purchasing and Contracting b) Chief, Prosthetics or Technologist	a) Speak with vendors and request information on their contingency plans, b) Stock enough supplies to cover at least 2 weeks. c) Review shipping alternatives	Evaluate the situation and determine which prosthetics can be issued.	Notify COS of which prosthetics can be issued and which are no longer available.
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the department's ability to communicate with medical center staff and external contacts*	a) Chief, IRM b) Chief, Security	a) Assess which sections need mobile phones. b) Identify staff that has mobile phones, to bring their phones to work during the millennium transition period. c) Security will distribute walkie-talkies to provide telephone backup. d) Find local ham operators to assist in communications	a) Is VISTA working, so that communications can continue via e-mail? b) Is the phone system completely down? (If so, cellular phones wont work) c) Will fax work?	a) Continue operations on a limited basis. b) Contact Security by radio or runner. c) Security to distribute walkie-talkies
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt the electronic transfer of information for prosthetics services.*	IRMS Information Security Officer	Establish back-up systems for processing prosthetics requests and inputting exam dictations and results into the *VISTA* system.	Wait for word from IRM as to the length of the downtime.	If warranted activate manual systems. 1. Reception to log for every exam, treatment, appointment and prescription. Log should include patient name, SSN and exam. 2. Enter all manually logged exams and dictations into the computer when up.
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*a) Fire alarms needed to alert staff of a fire* *b) Medical alarms needed to alert staff to potential ventilation problems.*	a) Chief, Security b) Chief, Biomed c) Chief, IRM	a) Perform testing on alarm system through drills and document. b) Train staff on alarm awareness	Remain alert for notification on the fire alarm.	a) If fire alarm is not working send communication to all employees throughout the medical center that fire emergency notification will be by runner. b) Establish a fire watch.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
13. Elevators & Other Vertical Transport	*May cause delay in receiving and returning inpatients to wards.* *May cause delays to handicapped outpatients.*	Supervisor, Transport AD, Patient Care VP, Patient Care Supervisor, Drivers	a) Schedule additional personnel to assist with patient transport.	Evaluate delay time in patient transport.	a) Reassign rehabilitation staff to assist with in-house transportation. b) Notify patient of delays. c) Request assistance from nursing staff on wards.
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Minimal impact*				
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*Patients on oxygen or requiring suction could be at risk*	Lead A/C Shop or, Lead Plumbing Shop	a) Keep bottled oxygen within the department. b) Maintain hand suction units, which can be plugged in.	Status of patients needing compressed medical gases.	a) Stock bottled oxygen in department. b) Stock electric suction units in department. c) Staff to be made available for the labor pool and may be used to assist nursing staff with patients.
16.		c)	d)		
17.					3.
18.			1.	1.	1.

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Radiology **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties. Potential danger to patients/family.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of obstacles. c) Stock flashlights and batteries in all exam rooms d) Test emergency lighting and inform staff where these lights are located.	a) Determine extent of outage- is it confined or throughout department.	a) Contact command post. b) Return inpatients to ward if possible. c) Evaluate exam requests for portable machine studies. d) Staff to be made available for the labor pool.
2. Electrical Power (Generator Power Available)	*Without backup power staff can not carry out their duties. Power surge could cause potential damage to the electronics of equipment used.*	Safety Office Engineering Dept	a) Key electrical systems should be plugged into red outlets. b) Confirm one film processor in each department should be on emergency power. c) Prior to midnight: ✓ CT Scanners will be powered all the way down. ✓ MRI Scanners will be powered all the way down. ✓ Angiography equipment will be powered down. ✓ Gamma Cameras to be powered down. d) Perform full load testing on site generators. e) Evaluate equipment/supply needs to use for plain films/development/reading if PACS unavailable. Stock film, processing chemicals and check view boxes.	a) Determine the extent of the outage and the projected length of the outage. b) Does PACS work?	a) If PACS/filmless system does not work, start using traditional film system. b) Utilize portable xray and c-arms. c) Utilize flashlights for emergency lighting. d) Provide emergency only diagnostic radiographic services. e) Plug ultrasound and portable xray machines into emergency power sources (red outlets). f) Notify COS with update of radiological capabilities g) Staff to be made available for the labor pool. h) Machines need to be re-set and re-calibrated if loss of power when machine was turned on.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
3. Steam Distribution	*No direct impact -- see HVAC below.*				
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat could impact operations to the point that staff will be no longer to carry out duties Overheating could cause damage to electronics of equipment.*	Chief, Facilities/ Engineering Chief, Biomedical	a) Have fans on hand for rooms which have potential to overheat if no A/C. b) Store space heaters if needed for patient comfort. c) Stop using CT or MRI if room temperature increases over 72 F.	Evaluate situation to protect viability of equipment.	a) Perform measures to keep patients comfortable with either extreme heat or extreme cold. b) If loss of heat leads to unbearable conditions, staff to be released. c) Some staff may be asked to report to the labor pool.
5. Room or Hood Exhaust	*Possible problems exhausting radioactive gases used in VQ scans. Potential for germ spread contamination in positive pressure rooms.*	Safety Office	a) Evaluate potential problems if case is going on and positive pressure is lost. b) Evaluate potential problems if ventilation is lost during a VQ scan.	a) Service chief to evaluate situation.	1. Service Chief to call COS if exams cannot be performed due to loss of exhaust capabilities. 2. Contact Engineering/boiler plant for work order.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
6. Water Delivery	*a) Water required for Film developing* *b) Some exams require water/toilets/flushing* *c) Hand washing critical*	Safety Office	a) Stock bottled water to use in film processors. b) Secretary should make and file do not flush signs c) Stock alcohol wipes d) Stock Cal-Stat hand disinfectant. e) Contract with vendor for water buffaloes.	a) Ability to continue providing services.	b) Limit the usage of toilets. (Do not flush signs) c) Turn off all film processors except what is necessary to maintain emergency procedures. d) Monitor the water level in the processor. Fill up film with bottled water. e) Monitor the developer temperature on processors that can affect film density. and switch to another processor if above 38 C. f) Distribute waterless hand cleaner. g) Call command center with status.
7. Water Conditioning Or Drinkability	*Minimal impact. See water delivery above.*			Safety to staff and environment.	Staff to be made available for the labor pool and may be used to bring ice and water to the units.
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Minimal impact. See water delivery above.*			Safety to staff and environment.	Contact environmental management for trash pickup.
9. Critical Supplies	*An interruption in receiving film, contrast, and other supplies would adversely affect the operations of the xray and imaging departments.*	Chief, Purchasing and Contracting Chief Technologist	a) Eliminate JIT ordering b) Speak with vendors and request information on their contingency plans, c) Stock enough supplies to cover at least 2 weeks. d) Review shipping alternatives	Evaluate the situation and determine which studies can be performed.	Notify COS and Site Manager of which studies can be performed and which are no longer available.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	**Action required:**
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts*	Chief, IRM Chief, Security	a) Assess which sections – angiography/interventions, nuclear medicine, ultrasound, CT, or MRI need mobile phones. b) Identify staff who have mobile phones, to bring their phones to work during the millennium transition period. c) Security will distribute walkie-talkies to provide telephone backup. d) Find local ham operators to assist in communications	Is VISTA working, can communication continue via e-mail? Is the phone system completely down?(cell phones wont work) Will fax work?	a) Continue operations on a limited basis. b) Contact Security by radio or runner. c) Use pay phones for in-house only phone crashes to maintain communications. d) Security to distribute walkie-talkies e) Notify local ham operators through the telephone operators who can make radio contact f) Use staff to communicate as runners between clinical areas.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt the transfer of order entry for nuclear medicine and xray diagnostic procedures.*	IRMS, Information Security Officer	Establish back-up systems for processing xray and nuclear medicine requests and inputting exam dictations and results into the vista system.	Wait for word from IRM as to the length of the downtime	a) Start using VA Form # 519 to write down critical information and exam requests called to the department. b) At reception desk start a log sheet for every exam. Log to include patient name, SSN, and exam c) Radiologists should dictate films without case #s. Keep tapes and requests without case numbers separate from those with case #s. Dictations should include the instruction for transcriptionists that no case numbers have been dictated and will be added later. a) After VistA is restored, all manually logged exams and dictations must be entered into the computer system: ✓ Techs will register and case edit all exams ✓ Either techs or clerks will write case #s on log sheet ✓ Reading room clerk will add case #s to requests in reading room. Films may be hung without case #s.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*a) Fire alarms needed to alert staff of a fire* *b) Medical alarms neded to alert staff to potential ventilation problems..*	Chief, Security Chief, Biomed Chief, IRM	a) Perform testing on alarm system through drills and document. b) Train staff on alarm awareness	c) By observing the monitors, etc. determine whether the alarm to the medical gases is working. d) Remain alert for notification on the fire alarm.	a) If medical gas alarm is not working, assign additional staff to assist in patient care. b) Establish a fire watch.
13. Elevators & Other Vertical Transport	*May affect ability to transport patients to the department.* *May affect ability to perform portable exams.* *Handicap staff may be affected.*	Chief, Engineering Safety Office Chief Technologist	a) Place portable xray machines thoughout hospital varying floors. b) Especially place one in critical areas such as ER, OR and ICU. c) Notify staff of location of equipment. d) Identify physically handicap staff.	a) Review all requests for portable exams. Determine if all can be completed. b) If the elevators are not operational determine if physically challenged staff and patients need assistance in navigating stairs.	If portable exam cannot be completed, contact the referring physician with notification
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Administrative impact only.*	Mailroom	a) Determine best method for transport of mail and reports copies if VistA is not availabel.	Continuity of operations.	Contact command center if necessary.
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*Patients on oxygen or requiring suction could be at risk*	Lead A/C Shop or Lead Plumbing Shop	a) Keep bottled oxygen within the department. b) Maintain portable hand suction units, which can be plugged into red outlets.	Patients and equipment requiring medical gases.	a) Stock bottled oxygen in department. b) Stock electric suction units in department. c) Staff to be made available for the labor pool and may be used to assist nursing staff with patients. d) Initiate emergency procedures

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
16.			1.	1.	1.
17.			1.	1.	1.

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Rehabilitation Medicine **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.* *Potential danger to patients/staff.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting. c) Stock flashlights and batteries. d) Test emergency lighting and inform staff where these lights are located.	a) Determine extent of outage - is it confined, or throughout department?	a) Utilize flashlights for emergency lighting. b) Evacuate staff and patients from work area to an area with emergency power (lighting). c) Return patients to the ward if possible. Move outpatients to lighted area(s). d) Confer with the Chief of Staff for further guidance.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.* *Without power, staff will be unable to provide certain treatments or therapies to patients.*	a) Safety Office b) Engineering Dept c) Contracting Officer	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) Perform full load testing on site generators. c) Determine if therapies can be out-sourced to contract providers, and initiate setting up contracts with Year 2000 compliant facilities.	a) Determine the extent of the outage and the projected length of the outage.	a) Utilize flashlights for emergency lighting. b) Confer with the Chief of Staff for further guidance. c) Locate and remove patients from electrically run equipment.
3. Steam Distribution	*No direct impact. See Heating, ventilation, and Air Conditioning below.*	Safety Office			

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat, A/C and/or ventilation could impact operations to the point that staff will no longer be able to carry out duties.* .	a) Chief, Facilities/ Engineering b) Chief, Biomedical	a) Have fans on hand for rooms that have potential to overheat if no A/C. b) Store space heaters if needed for patient comfort.	Ability to continue operations and overall safety.	a) Contact control center. b) Evaluate situation to protect viability of equipment. c) Perform measures to keep patients comfortable. d) If loss of heat leads to unbearable conditions, staff to be released.
5. Room or Hood Exhaust	*No direct impact*	Safety Office			
6. Water Delivery	*Unable to provide water-based therapy such as whirlpools.* *No water available for ice to provide cold therapy.* *Water conservation may curtail some occupational therapy activities.*	Safety Office	Secretary should make and file "do not flush" signs. Stock a quantity (to be determined) of bottled drinking water for patient and staff use. Locate and contract (when appropriate) alternative supply of ice.	Ability to continue operations.	a) Limit the usage of toilets. ('Do not flush' signs) b) Distribute water and alcohol wipes for hand cleansing. c) Staff to be made available to bring ice and water to the units, or assist with bucket brigades. d) Implement water conservation measures.
7. Water Conditioning Or Drinkability	*Minimal impact – other than water not available for drinking.*	Safety Office	Stock bottled water for drinking.	Ability to continue operations.	a) Call command center to let them know how many staff are available to assist as needed. b) Staff to be made available to bring ice and water to the units.
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Minimal impact*				

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
9. Critical Supplies	*An interruption in receiving supplies would adversely affect the operations of the rehab medicine department.*	a) Chief, Purchasing and Contracting b) Chief, Technologist	a) Speak with vendors and request information on their contingency plans, b) Stock enough supplies to cover at least 2 weeks. c) Review shipping alternatives	Evaluate the situation and determine which therapies can be performed.	Notify COS of which exams and or therapies can be performed and which are no longer available.
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the department's ability to communicate with medical center staff and external contacts*	a) Chief, IRM b) Chief, Security	a) Assess which sections need mobile phones. b) Identify staff who have mobile phones, to bring their phones to work during the millennium transition period. c) Security will distribute walkie-talkies to provide telephone backup.	a) Is VISTA working, so that communications can continue via e-mail? b) Is the phone system completely down? (If so, cellular phones won't work) c) Will fax work?	a) Continue operations on a limited basis. b) Contact Security by radio or runner. c) Security to distribute walkie-talkies
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt the transfer of order entry for rehabilitative medicine.*	IRMS, Information Security Officer	Establish back-up systems for processing rehabilitation medicine requests and inputting exam dictations and results into the *VISTA* system.	Wait for word from IRM as to the length of the downtime	If warranted activate manual systems: 1. At reception desk start a log sheet for every exam, treatment, appointment or prescription. Written log should include patient name, SSN and exam 2. After *VISTA* is restored, all manually logged exams and dictations must be entered into the computer system:
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*a) Fire alarms needed to alert staff of a fire* *b) Medical alarms needed to alert staff to potential ventilation problems.*	a) Chief, Security b) Chief, Biomed c) Chief, IRM	a) Perform testing on alarm system through drills and document. b) Train staff on alarm awareness	Remain alert for notification on the fire alarm.	a) If fire alarm is not working send communication to all employees throughout the medical center that fire emergency notification will be by runner. b) Establish a fire watch.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
13. Elevators & Other Vertical Transport	*May affect ability to transport patients to and from the department. Handicap staff may be affected.*	a) Chief, Engineering b) Safety Office c) Chief, Technologist	a) Notify staff of location of equipment, such as stretchers and wheelchairs. b) Identify physically handicapped patients and staff.	Ability for staff and patients to move around facility.	If the elevators are not operational, determine if wheelchair-bound patients or staff needs assistance in navigating stairs.
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Minimal impact.*				
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*Patients on oxygen or requiring suction could be at risk*	Lead A/C Shop or, Lead Plumbing Shop	a) Keep bottled oxygen within the department. b) Maintain hand suction units, which can be plugged in.	Ability to continue patient treatment.	a) Call Engineering Department and initiate emergency procedures. b) Staff to be made available for the labor pool and may be used to assist nursing staff with patients.
16.					
17.					
18.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Social Work **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting.	a) Determine extent of outage- is it confined or throughout department.	a) Confer with Service Chief for further guidance. b) Evacuate staff from work area to an area with emergency power (lighting). c) Main phone line should be transferred to an area with emergency power. d) Staff to be made available for the labor pool and may be used to support other areas of the facility.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Safety Office	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) A supply of note pads and manual forms should be kept readily available.	a) Determine the extent of the outage and the projected length of the outage.	a) Confer with Service Chief for further guidance. b) Manual operating procedures should be put in place if computer system is down. c) Staff to be made available for the labor pool and may be used to support other areas of the facility.
3. Steam Distribution	*No direct impact. See next system (HVAC).*	N/A	N/A		

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat/AC could impact operations to the point that staff will be no longer to carry out duties*	Chief Facilities Engineering	None	Ability to continue operations.	a) Call control center to report loss of heat. b) If loss of heat leads to unbearable conditions, staff to be released. Some staff may be asked to report to the labor pool.
5. Room or Hood Exhaust	*No Impact*				
6. Water Delivery	*Minimal impact*				
7. Water Conditioning Or Drinkability	*Minimal impact*				
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Minimal impact*				
9. Critical Supplies	*Patient supplies needed for transitional, community and special programs*	Contracting/ Purchasing	a) Stock highly used items during the pre-millennium phase. b) Contract other vendors as a contingency during the pre-millennium phase.	Assess length of time supplies will arrive.	Notify patients of any delays.
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff, patients, families and other external contacts*	Chief, Telecommun-ications	a) Assess if mobile phone will work in your needed areas. b) Assess which sections need mobile phones. c) Identify staff who have mobile phones, to bring their phones to work during the millennium transition period. d) Develop a courier system for communications.	Is VISTA working, can communication continue via e-mail?	Continue operations as communications allow.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
11. VISTA & Other Computer Applications	*Interrupt patient information including: Advance Directives, Next-of-Kin, Financial Diagnosis, Treatment Plans Progress Notes. Payments stopped or slowed for Community Nursing Home and Homemaker/Home health Aide programs.*	IRMS, Information Security Officer	a) Establish manual systems for tracking pertinent social work patient information and process notes. b) Pull hardcopy of inpatient information prior to 1/1/2000. c) Ensure timely payments or arrange pre-payments prior to 1/1/2000. d) Discuss contingency plans with community resources as they may relate to the Medical Center	Wait for word from IRM as to the length of the downtime	a) If warranted activate manual systems for tracking patient information. b) Disseminate hardcopy patient info as appropriate. c) If payments to programs stopped/slowed prioritize which programs are critical. Inform external programs of issues and expected payment date.
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Fire alarms needed to alert staff of a fire.*	Chief, Police Chief, Fire Chief, Biomed	Develop Service level fire watch plan.	Remain alert for notification on the fire alarm.	If fire alarm is non-operational, notify your staff and establish a fire watch.
13. Elevators & Other Vertical Transport	*Elevator use is essential for some patients to utilize for clinic visits.*	Chief Facilities /Engineering	Locate patient accessible area to hold clinics/appointments.	If the elevators are not operational determine if clinics/appointments Needed to be moved to an accessible area or staff go to patient areas.	a) Move to contingency area. b) Forward appropriate phone numbers to contingency area. c) Notify patients.
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Minimal impact*				
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No impact*				

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Supply, Processing, & Distribution **FUNCTIONAL UNIT MANAGER: _____**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting.	a) Determine extent of outage- is it confined or throughout department.	a) Evacuate staff from work area to an area with emergency power (lighting). b) Main phone line should be transferred to an area with emergency power. c) Confer with the Associate Director for further guidance.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.* *Decontamination and prep affected.* *Steam sterilizer will not work.*	Safety Office	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) A supply of note pads and manual forms should be kept readily available. c) Obtain a set of disposable supplies for OR like trays and such things.	a) Determine the extent of the outage and the projected length of the outage.	a) Report outage to control center. b) Confer with the Associate Director for further guidance.
3. Steam Distribution	*Sterilizers and washers will not work.*	Chief, Facilities/ Engineering	Obtain a set of disposable supplies for OR like trays and such things.	Determine the extent of the outage and the projected length of the outage.	a) Report outage to control center. b) Confer with the Associate Director for further guidance. c) Distribute disposables.
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat could impact operations to the point that staff will be no longer to carry out duties*	Chief, Facilities/ Engineering	None	Ability and safety of continued operations.	a) If loss of heat leads to unbearable conditions, staff may be released. Staff may to be available for to help elsewhere. b) Call control center to report outage.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
5. Room or Hood Exhaust	*ETO sterilizer cannot be used.*	Chief, Facilities/ Engineering	Obtain a set of disposable supplies for OR like trays and such things.	Determine the extent of the outage and the projected length of the outage.	a) Report outage to control center. b) Confer with the Associate Director for further guidance. c) Distribute disposables.
6. Water Delivery	*Cannot clean instruments or decontaminate*	Chief, Facilities/ Engineering	Obtain a set of disposable supplies for OR like trays and such things.	Determine the extent of the outage and the projected length of the outage.	a) Report outage to control center. b) Confer with the Associate Director for further guidance. c) Distribute disposables.
7. Water Conditioning Or Drinkability	*Cannot clean instruments or decontaminate*	Chief, Facilities/ Engineering	Obtain a set of disposable supplies for OR like trays and such things.	Determine the extent of the outage and the projected length of the outage.	a) Report outage to control center. b) Confer with the Associate Director for further guidance. c) Distribute disposables.
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Unable to dispose of biohazard waste.*	Environmental Management.	Obtain extra red bags and containers.	Determine the extent of the outage and the projected length of the outage.	Call EMS to pick up waste.
9. Critical Supplies	*Minimal Impact.*	Chief, AMMS	a) In case of emergency, prep and decontamination rooms could provide supplies. At least a 10-day supply is always in hand. b) Oxygen supply is abundant. 1. Battery operated patient care equipment is available: IV pumps, etc.	See why vendors are not sending shipments in.	Contact alternate sources for supplies if absolutely necessary.
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts*	Chief, IRM		Is VISTA working, can communication continue via e-mail?	Continue operations on a limited basis.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt the processing of supply requests and inventory.*	IRMS, Information Security Officer	Lay in a stock of paper and pencils.	Wait for word from IRM as to the length of the downtime	Use manual systems.
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Fire alarms needed to alert staff of a fire.*	Chief, Security	a) Perform testing on alarm system through drills and document. b) Train staff on alarm awareness	Remain alert for notification on the fire alarm.	a) If fire alarm is not working send communication to all employees throughout the medical center that fire emergency notification will be by runner. b) Establish a fire watch.
13. Elevators & Other Vertical Transport	*Minimal impact on operations. Handicapped staff may be affected.*		Identify physically handicapped staff.	If the elevators are not operational determine if wheelchair-bound staff needs assistance in navigating stairs.	None
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Administrative only. Mail service delayed. Supplies are not sent via tube system.*	Mailroom	Establish SPD is on runner system for pickup and delivery.	Ability of mail to be received and delivered.	Contact mailroom and command center to insure that administrative needs are included in current operations.
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No impact.*				
16.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Eligibility **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting.	a) Determine extent of outage- is it confined or throughout department.	a) Evacuate staff from work area to an area with emergency power (lighting). b) Main phone line should be transferred to an area with emergency power. c) Confer with the Associate Director for further guidance.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Safety Office	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) A supply of note pads and manual forms should be kept readily available. c) Timekeepers should be made aware of what to do to record time if there is a loss in power.	a) Determine the extent of the outage and the projected length of the outage.	a) Report outage to control center. b) Confer with the Associate Director for further guidance.
3. Steam Distribution	*No direct impact. See HVAC below.*				
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat could impact operations to the point that staff will be no longer to carry out duties*	Chief, Facilities/ Engineering	None	Ability and safety of continued operations.	a) If loss of heat leads to unbearable conditions, staff may be released. Staff may to be available for to help elsewhere. b) Call control center to report outage.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
5. Room or Hood Exhaust	*No direct impact*				
6. Water Delivery	*Minimal impact*				
7. Water Conditioning Or Drinkability	*Minimal impact*				
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Minimal impact*				
9. Critical Supplies	*No critical supplies identified.*				
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts*	Chief, IRM		Is VISTA working, can communication continue via e-mail?	Continue operations on a limited basis.
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt the processing of eligibility requests.*	IRMS, Information Security Officer	Avoid scheduling new patients during the first week of January 2000.	Wait for word from IRM as to the length of the downtime	If eligibility cannot be verified then have patient sign eligibility verification form.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Fire alarms needed to alert staff of a fire*	Chief, Security	a) Perform testing on alarm system through drills and document. b) Train staff on alarm awareness	Remain alert for notification on the fire alarm.	a) If fire alarm is not working send communication to all employees throughout the medical center that fire emergency notification will be by runner. b) Establish a fire watch.
13. Elevators & Other Vertical Transport	*Minimal impact on operations. Handicapped staff may be affected.*		Identify physically handicapped staff.	If the elevators are not operational determine if wheelchair-bound staff needs assistance in navigating stairs.	None
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Administrative only. Mail service delayed.*	Mailroom	Establish Eligibility is on runner system for pickup and delivery.	Ability of mail to be received and delivered.	Contact mailroom and command center to insure that administrative needs are included in current operations.
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No impact.*				
16.					
17.					

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
18.					
19.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Medical Records **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their*	Safety Office	route of egress. free and clear of anything lighting.	outage- is it confined or	a) Evacuate staff from work emergency power b) Main phone line should be emergency power. Director for further
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Safety Office	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) A supply of note pads and manual forms should be kept readily available. c) Timekeepers should be made aware of what to do to record time if there is a loss in power.	a) Determine the extent of the outage and the projected length of the outage.	a) Report outage to control center. b) Confer with the Associate Director for further guidance.
3. Steam Distribution	*No direct impact. See HVAC below.*				
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat could impact operations to the point that staff will be no longer to carry out duties*	Chief, Facilities/ Engineering	None	Ability and safety of continued operations.	a) If loss of heat leads to unbearable conditions, staff may be released. Staff may to be available for to help elsewhere. b) Call control center to report outage.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
5. Room or Hood Exhaust	*No direct impact*				
6. Water Delivery	*Minimal impact*				
7. Water Conditioning Or Drinkability	*Minimal impact*				
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Minimal impact*				
9. Critical Supplies	*No critical supplies identified.*				
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the department's ability to communicate with medical center staff and external contacts and possibly affect dictation process.*	Chief, IRM	a) Assess if mobile phone will work in your needed areas. b) Assess which sections need mobile phones. c) Identify staff who have mobile phones, to bring their phones to work during the millennium transition period. d) Alternate dictation process must be examined, such as tape recorders.	Is VISTA working, can communication continue via e-mail? Is dictation process or coding process interrupted? Can charts be requested and pulled from file room?	a) Continue operations on a limited basis. b) If dictation down at any level initiate alternate processes. 1. Cell phones to communicate requests for charts.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
11. VISTA & Other Computer Applications	*a) Interrupt the automated tracking of medical records.* *b) CPRS users would be unable to update patient information.* *c) Electronic coding disrupted.* *d) Dictation in certain VISTA packages may be disrupted.* *e) Transcription disrupted.*	IRMS, Information Security Officer	Establish manual back-up systems tracking medical records, updating patient information, coding and dictation issues related to VISTA.	Wait for word from IRM as to the length of the downtime	a) If warranted activate manual systems. b) Keep supply of manual forms for use during disruption. c) Would require clinicians to handwrite all reports and notes. d) OR battery operated tape recorder for dictation. e) Enter Records Tracking information into system after it comes back on line.
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Fire alarms needed to alert staff of a fire*	Chief, Security	a) Perform testing on alarm system through drills and document. b) Train staff on alarm awareness	Remain alert for notification on the fire alarm.	a) If fire alarm is not working send communication to all employees throughout the medical center that fire emergency notification will be by runner. b) Establish a fire watch.
13. Elevators & Other Vertical Transport	*Minimal impact on operations. Handicapped staff may be affected.*		Identify physically handicapped staff.	If the elevators are not operational determine if wheelchair-bound staff needs assistance in navigating stairs.	None
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Administrative only. Mail service delayed. Not used for delivery of medical records.*	Mailroom	Establish Medical Records is on runner system for pickup and delivery.	Ability of mail to be received and delivered.	Contact mailroom and command center to insure that administrative needs are included in current operations.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No impact.*				

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Patient Travel & Funds **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting.	a) Determine extent of outage- is it confined or throughout department.	a) Evacuate staff from work area to an area with emergency power (lighting). b) Main phone line should be transferred to an area with emergency power. c) Confer with the Associate Director for further guidance.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Safety Office	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) A supply of note pads and manual forms should be kept readily available. c) Timekeepers should be made aware of what to do to record time if there is a loss in power.	a) Determine the extent of the outage and the projected length of the outage.	a) Report outage to control center. b) Confer with the Associate Director for further guidance.
3. Steam Distribution	*No direct impact. See HVAC below.*				
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat could impact operations to the point that staff will be no longer to carry out duties*	Chief, Facilities/ Engineering	None	Ability and safety of continued operations.	a) If loss of heat leads to unbearable conditions, staff may be released. Staff may to be available for to help elsewhere. b) Call control center to report outage.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
5. Room or Hood Exhaust	*No direct impact*				
6. Water Delivery	*Minimal impact*				
7. Water Conditioning Or Drinkability	*Minimal impact*				
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Minimal impact*				
9. Critical Supplies	*No critical supplies identified.*				
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts*	Chief, IRM		Is VISTA working, can communication continue via e-mail?	Continue operations on a limited basis.
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt data processing of travel vouchers.*	IRMS, Information Security Officer	1. Print patient record cards two days in advance. 2. Determine is VA will authorize pre-set amount for withdrawal. 3. Have extra cash in safe.	Wait for word from IRM as to the length of the downtime	Accept all travel slips and advise patients that checks will be mailed within 60 days.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Fire alarms needed to alert staff of a fire*	Chief, Security	a) Perform testing on alarm system through drills and document. b) Train staff on alarm awareness	Remain alert for notification on the fire alarm.	a) If fire alarm is not working send communication to all employees throughout the medical center that fire emergency notification will be by runner. b) Establish a fire watch.
13. Elevators & Other Vertical Transport	*Minimal impact on operations. Handicapped staff may be affected.*		Identify physically handicapped staff.	If the elevators are not operational determine if wheelchair-bound staff needs assistance in navigating stairs.	None
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Administrative only. Mail service delayed.*	Mailroom	Establish Patient Travel is on runner system for pickup and delivery.	Ability of mail to be received and delivered.	Contact mailroom and command center to insure that administrative needs are included in current operations.
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No impact.*				
16.Patient Transport	*Unable to transport patients to or from facility.*	Motor Pool	1. Establish pool of vehicles and drivers to provide transportation for patients based on priority needs.	1. Assess patient need for transportation, with clinical staff as needed.	1. Provide transportation as needed.
17.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Quality Management **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting.	a) Determine extent of outage- is it confined or throughout department.	a) Evacuate staff from work area to an area with emergency power (lighting). b) Main phone line should be transferred to an area with emergency power. c) Staff, especially staff with a nursing background, may need to be available for to help on the wards. d) Confer with the Chief of Staff for further guidance.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Safety Office	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) A supply of note pads and manual forms should be kept readily available. c) Timekeepers should be made aware of what to do to record time if there is a loss in power.	a) Determine the extent of the outage and the projected length of the outage.	a) Staff, especially staff with a nursing background, may need to be available for to help on the wards. b) Confer with the Chief of Staff for further guidance.
3. Steam Distribution	*No direct impact. See HVAC below.*				

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat could impact operations to the point that staff will be no longer to carry out duties*	Chief, Facilities/ Engineering	None	Ability and safety of continued operations.	a) If loss of heat leads to unbearable conditions, staff to be released. Staff, especially staff with a nursing background, may need to be available for to help on the wards b) Call control center to report outage.
5. Room or Hood Exhaust	*No direct impact*				
6. Water Delivery	*Minimal impact*				
7. Water Conditioning Or Drinkability	*Minimal impact*				
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Minimal impact*				
9. Critical Supplies	*No critical supplies identified.*				
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts*	Chief, IRM		Is VISTA working, can communication continue via e-mail?	Continue operations on a limited basis.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt the processing of new employees.*	IRMS, Information Security Officer	Avoid scheduling external peer reviews during the first week of January 2000.	Wait for word from IRM as to the length of the downtime	
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Fire alarms needed to alert staff of a fire*	Chief, Security	a) Perform testing on alarm system through drills and document. b) Train staff on alarm awareness	Remain alert for notification on the fire alarm.	a) If fire alarm is not working send communication to all employees throughout the medical center that fire emergency notification will be by runner. b) Establish a fire watch.
13. Elevators & Other Vertical Transport	*Minimal impact on operations. Handicapped staff may be affected.*		Identify physically handicapped staff.	If the elevators are not operational determine if wheelchair-bound staff needs assistance in navigating stairs.	None
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Administrative only. Mail service delayed.*	Mailroom	Establish Quality Management is on runner system for pickup and delivery.	Ability of mail to be received and delivered.	Contact mailroom and command center to insure that administrative needs are included in current operations.
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No impact.*				
16.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Scheduling **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Safety Office	a) Staff should be informed of route of egress. b) Route of egress should be free and clear of anything staff may trip over in dim lighting.	a) Determine extent of outage- is it confined or throughout department.	a) Evacuate staff from work area to an area with emergency power (lighting). b) Main phone line should be transferred to an area with emergency power. c) Confer with the Associate Director for further guidance.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Safety Office	a) If emergency power outlets are available, key electrical systems should be plugged into these outlets. b) A supply of note pads and manual forms should be kept readily available. c) Timekeepers should be made aware of what to do to record time if there is a loss in power.	a) Determine the extent of the outage and the projected length of the outage.	a) Report outage to control center. b) Confer with the Associate Director for further guidance.
3. Steam Distribution	*No direct impact. See HVAC below.*				
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat could impact operations to the point that staff will be no longer to carry out duties*	Chief, Facilities/ Engineering	None	Ability and safety of continued operations.	a) If loss of heat leads to unbearable conditions, staff may be released. Staff may to be available for to help elsewhere. b) Call control center to report outage.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
5. Room or Hood Exhaust	*No direct impact*				
6. Water Delivery	*Minimal impact*				
7. Water Conditioning Or Drinkability	*Minimal impact*				
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Minimal impact*				
9. Critical Supplies	*No critical supplies identified.*				
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts*	Chief, IRM		Is VISTA working, can communication continue via e-mail?	Continue operations on a limited basis.
11. VISTA & Other Computer Applications	*An interruption in VISTA operations would interrupt data processing of travel vouchers.*	IRMS, Information Security Officer	1. Print patient schedules two days in advance.	Wait for word from IRM as to the length of the downtime	Encounter forms will be collected and entered into computer when system is running.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Fire alarms needed to alert staff of a fire*	Chief, Security	a) Perform testing on alarm system through drills and document. b) Train staff on alarm awareness	Remain alert for notification on the fire alarm.	a) If fire alarm is not working send communication to all employees throughout the medical center that fire emergency notification will be by runner. b) Establish a fire watch.
13. Elevators & Other Vertical Transport	*Minimal impact on operations. Handicapped staff may be affected.*		Identify physically handicapped staff.	If the elevators are not operational determine if wheelchair-bound staff needs assistance in navigating stairs.	None
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Administrative only. Mail service delayed.*	Mailroom	Establish Patient Schedulingl is on runner system for pickup and delivery.	Ability of mail to be received and delivered.	Contact mailroom and command center to insure that administrative needs are included in current operations.
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*No impact.*				
16.					
17.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Cardiac Cath Lab **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Staff unable to see in rooms. Unable to carry out duties.*	Facility Engineering and Safety Office	1. Stock flashlights and batteries. 2. Review evacuation procedures. 3. Secure doorstops for enclosed rooms (held by chief tech).	1. Determine extent of outage (unit or widespread) 2. Determine ability of staff to continue operations 3. Assess patient condition for evacuation	1. Report extent to command center with assessment 2. Begin shutdown of procedure in progress 3. Evacuate patients to ICU or floor as appropriate
2. Electrical Power (Generator Power Available)	*Electrical and electronic equipment is unavailable (after battery backup fails).*	Facility Engineering and Safety Office	1. See #1. Lighting 2. Review evacuation procedures.	1. Determine extent of outage (unit or widespread) 2. Determine ability of staff to continue operations 3. Assess patient condition for evacuation	1. Report extent to command center with assessment 2. Begin shutdown of procedures in progress 3. Evacuate patients to ICU or floor as appropriate
3. Steam Distribution	*Sterilized tray and instrument availability.*	Facility Engineering and SPD.	1. Obtain disposable instruments and suture trays. 2. Plan to defer elective cases	1. Assess needs for sterile supplies and laundry 2. Ability to perform emergent cases with existing stock levels	1. Discuss stock and supply with appropriate service/section; report problems to ACOS Medicine for resolution and command center
4. Heating, Ventilation & Air Conditioning (HVAC)	*Inability to control temperature or humidity and air exchanges; patient comfort and safety.*	Facility Engineering and Safety Office	1. Obtain extra blankets 2. Discuss portable heaters 3. Discuss portable fans 4. Review evacuation procedures	1. Determine extent of outage (unit or widespread) 2. Determine ability of staff to continue operations 3. Assess patient condition for evacuation	1. Report extent to command center with assessment 2. Begin shutdown of procedures in progress 3. Evacuate patients to ICU or floor as appropriate
5. Room or Hood Exhaust	*Unable to use darkroom due to fumes.*	Facility Engineering and Safety Office	1. Obtain portable fans 2. Review alternate area darkrooms (inside and outside the hospital	1. Assess actual need for exhaust systems 2. Determine need to process cine immediately or store	1. Minimize use of cine film; save for processing later 2. Begin use of alternate darkroom if warranted

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
6. Water Delivery	*Unable to provide water for patients needs, staff infection control and no cine processing.*	Facility Engineering and Material Management	1. Provide for bottled water for patients and sanitary needs 2. Stock waterless soaps 3. See #5 Exhaust (cine films)	1. Assess patient needs and extent of problem 2. Assess use of bottled water for scrub purposes	1. Report failure to command center with assessment 2. Establish bottled water center(s) with control
7. Water Conditioning Or Drinkability	*Unable to use water for drinking or patient needs. Cannot scrub for cases.*	Facility Engineering and Materiel Management	1. Obtain signs saying "Water Unsafe to Drink" for sinks, etc. 2. Provide locations for bottled water	1. Assess patient needs and extent of problem 2. Assess water needs for sanitary purposes	1. Report failure to command center with assessment 2. Establish bottled water center(s) with control
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Cannot remove infectious and other waste; increased infection risk and pest hazard. Drains and toilets back-up.*	Environmental Management and Facility Engineering	1. Minimize sanitary system usage 2. Obtain extra biohazard boxes 3. Obtain extra needle boxes 4. Plan to minimize water use 5. Plan for abbreviated scrubs	1. Assess extent of problem on unit for immediate problems 2. Continuous assessment for waste and similar items	1. Report failure to command center with assessment for immediate problems 2. Keep EMS informed of waste status; report problems to Chief, Facility Management
9. Critical Supplies	*Unable to supply patient needs including wound care and pharmacy items.*	SPD, Pharmacy, and Warehouse	1. Obtain 1 month extra supply of necessary stock supplies incl. pacers and catheters 2. Locate alternate suppliers	1. Continuing assessment of situation 2. Assess necessity to perform cases; postpone when appropriate	1. Discuss stock and supply with appropriate service/section; report problems to ACOS, Medicine for resolution
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Unable to call for em-ergency assistance or supplies. Unable to contact physicians or PAs.*	Business Practices and Telecommunic ations	1. Insure backup (2-way radio) is available. 2. Orient staff to act as "runners" 3. Discuss pacer and catheter stocking levels w/suppliers 4. Plan for extra MD/PA staffing	1. Assess extent of problem, check emergency phones 2. Insure emergency lines are manned 3. Check staffing and report 4. Check stock and report	1. Report failure to command center with assessment 2. Runners to be dispatched as needed with available communications (if available) 3. Postpone elective cases
11. VISTA & Other Computer Applications	*Cannot order tests or receive results. Medical records and images unavailable. Appointments and staffing schedules inaccessible.*	IRMS, Information Security Officer	1. Orient staff to act as "runners" 2. Check function of light boxes 3. Print patient records or films 4. Manual backup of schedules 5. Plan portable radiology or fluoroscopy & manual processing	1. Assess extent of problem on unit 2. Continuous assessment of records system and actual needs of the unit	1. Report failure to command center; obtain patient records if not on unit 2. Institute runner system 3. Utilize manual schedules

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Inability to call or hear fire alarm. Unable to call Code Blue. Cannot tell when medical gas supply is compromised.*	Facility Engineering, Safety Office, Materiel Management, and Biomedical Engineering	1. Insure backup (2-way radio) is available. 2. Orient and review fire watch procedures 3. Set up frequent walk-thrus for alarm conditions 4. Orient staff to act as "runners"	1. Assess situation for each system; insure alarms are checked for accuracy on alarm 2. Assess backup levels of available gases in cylinders	1. Report status to command center with assessment 2. Institute fire watch and alarm watch, with communications backup (if needed and available)
13. Elevators & Other Vertical Transport	*Unable to receive supplies, or medications by cart. Unable to transport patients on or off floor.*	Facility Engineering, Safety Office, SPD, and Pharmacy	1. Plan for possible stairwell usage including litters 2. Coordinate patient housing in MICU/CCU 3. Establish runner/courier system	1. Assess patient needs for vertical evacuation 2. Determine patient needs for pharmacy, linens, and other supplies	1. Report patient status to command center 2. Institute runner systems 3. Institute emergency supply procedures
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Minimal direct problems (administrative only).*	Materiel Management (Mail Room) and Pharmacy	1. Orient staff to act as "runners" 2. Plan for manual pickup and delivery of mail and similar items	1. Assess needs for mail and pharmacy items	1. Institute runner system for pharmacy items; administrative mail secondary
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*Unable to continue treatments of compromised patients Compressed air and suction operated devices unavailable. Unable to continue suctioning of patients.*	Respiratory Care, Facility Engineering, Materiel Mgmt, SPD.	1. Provide location for backup oxygen cylinders. Discuss stock level with Respiratory Therapy 2. Insure cylinder regulators and tubing on hand in ward 3. Discuss air pump and suction needs with SPD and provide location for storage. 4. Insure proper fittings on ward 5. Insure large-bore and large volume syringes (with tubing) are stocked on the ward	1. Verify extent of failure; check alarm panel 2. Assess actual patient needs	1. Contact SPD and/or Respiratory Therapy (with runners if needed); establish small-cylinder therapy 2. Contact command center with situation and assessment

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
18. Electro-physiology Equipment	*Inability to perform EP studies*	Biomedical Engineering and Cardiology at DMC	1. Insure backup equipment is tested and operational 2. Secure alternate locations for procedures (DMC)	1. Verify extent of failure; check alarm panel 2. Assess actual patient needs 3. Assess backup levels of available gases in cylinders	1. Contact anesthesia (with runners if needed); establish small-cylinder therapy 2. Contact command center with situation and assessment
19. I.V. Pumps or Feeding Pumps	*Cannot automatically infuse medication or provide tube feedings.*	Biomedical Engineering and SPD	1. Obtain manual I.V., feeding, and blood administration sets and provide inservices 2. Nursing competency training	1. Assess situation and type of pumps affected	1. Institute appropriate manual interventions 2. Contact SPD and Biomed for support
20. Vital Signs Monitors or portable monitors	*Unable to make, display, or print out vital signs. Alarms will not function.*	Biomedical Engineering and SPD	1. Insure manual B.P. units, thermometers, etc. and supplies are available; provide inservices 2. Insure forms are available	1. Assess situation and type of pumps affected 2. Use defibrillator monitor for ECG if warranted	1. Institute appropriate manual interventions 2. Contact SPD and Biomedical Engineering for support
21. Defibrillators	*Inability to defibrillate or cardiovert life-threatening heart conditions*	Biomedical Engineering and SPD	1. Identify alternate brands and locations; provide inservices 2. Provide BLS and ACLS refresher training	1. Check defibrillator for proper operation on test mode; report any problems to Biomedical Engineering immediately	1. Continue appropriate CPR 2. Contact SPD for delivery of alternate defibrillator 3. Contact Biomed for support
22. Powered injector	*Cannot inject dye into patient for catheter positioning*	Biomedical Engineering and Diag. Radiology	1. Test compatibility of injectors in angiography 2. Plan to perform procedures in angiography if operational 3. Test compatibility of injectors in angiography	1. Assess cases which can be performed in cath lab or angiography 2. Assess cases for availability of necessary techniques	1. Move cases or borrow equipment as necessary 2. Delay cases if appropriate 3. Notify Biomed for support or alternate equipment
23. Radiology system failure	*Unable to perform catheterization procedures*	Biomedical Engineering and Diag. Radiology	1. Plan to perform procedures in angiography if operational 2. Locate and assess possible use of portable fluoroscopy	1. Insure that systems are properly started and interlocks removed 2. Ability to continue the case 3. Necessity to transfer to angiography	1. Begin shutdown of case 2. Transfer to portable fluoroscopy if necessary 3. Move to angiography if appropriate and available 4. Contact Biomed for support
24.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Dialysis **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties. Patients are in critical condition.*	Facilities Management	a) Life Safety lighting will remain. Survey area for "extra" lighting requirements b) In the event of loss of Life Safety lighting, flashlights will be utilized to assist in evacuation c) Purchase ample supplies of batteries d) Staff should be informed of route of egress for patient evacuation in the event of an emergency. e) Route of egress should be free and clear of anything staff may trip over in dim lighting.	a) Determine if Life Safety lighting provides adequate coverage b) For prolonged outages, determine the need for ancillary lighting	a) Simulate Life Safety Lighting only to provide staff with advanced assessment of impact b) Obtain necessary identified ancillary lighting. c) Contact Facilities Management Service personnel in the event of a complete outage for provision of ancillary lighting for evacuation.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Facilities Management	a) DIALYSIS is provided with emergency power on an automatic transfer switch. b) Some Normal power "ivory" colored outlets are provided. Ensure staff are informed of these locations (they will lose power). c) All critical systems are on emergency Power branch	a) Determine the extent of the outage and the projected length of the outage. b) Ensure staff identifies the exception outlets on Normal Power and that only non-critical systems should be plugged into these outlets.	a) Identify Emergency procedure in the event of a complete loss of power (Emergency and Normal Power). b) If complete loss occurs, evacuation procedures will be initiated. c) Remove patients from Dialysis

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
3. Steam Distribution	*Loss of supplemental heat and bed pan washer sterilizers*	Facilities Management	a) Assess need for disposal bed pans/storage of supplies b) Make arrangements for supplemental heat c.) Train staff on availability of disposable bed pans Train staff on use of supplemental heating units	a) Acquire disposable bed pans b) Assess placement of supplemental heating units	a) Contact Facilities Management for deployment of supplemental heating units
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heating or cooling could impact operations to the point that patient care is impacted*	Facilities Management	a) Acquire supplemental heating or cooling units b) Train staff on use	a) Number of supplemental heating or cooling units required b) Placement of Heating or cooling units	a) Contact Facilities Management for deployment of supplemental heating or cooling units
5. Room or Hood Exhaust	*Loss of Isolation rooms*	Facilities Management	a) Assess number of patients requiring isolation b) Acquire portable isolation unit(s) c) Train staff on use of portable isolation units	a) Isolation required? b) If so, can a portable unit be utilized?	a) Deploy portable isolation units
6. Water Delivery	*Loss of Domestic Water would impact delivery of patient care*	Facilities Management Head Nurse DIALYSIS	a) Assess requirements for domestic water in the event of a disruption b) Include need for toilet usage c) Acquire water containers for delivering water for domestic/potable usage.	a) quantity of domestic water required	a) Deploy back up domestic water supply
7. Water Conditioning Or Drinkability	*Loss of Reverse Osmosis Water Supply will result in shutting down Dialysis treatment*	HemoDialysis Unit Manager	1. Acquire "tap-water" capable Dialysis units (supply for emergency use only) 2. Acquire portable Reverse Osmosis Systems (emergency use only) 3. Train staff on Emergency procedures	1. Assign accountable staff to periodically check quality of water from RO system (test pH and Conductivity) 2. If degradation, activate Emergency back-up plan	1. Switch critical patients to "tap-water" systems or portable RO systems 2. Remove non-Critical patients from Dialysis treatment 3. On weekend of Jan 1st, test Dialysis Units for proper Operation, prior to fully scheduled day

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Large amounts of "red bag" waste generated – requiring disposal*	Head Nurse DIALYSIS Facilities Management	a) Assess alternate storage off site for waste handling b) Ensure adequate staff to transport waste c) Establish alternate vendor contacts	a) Assess vendor readiness for waste handling b) Determine storage area for waste	a) Contact alternate vendor for back up waste handling b) Ensure timely pick up of waste from clinical areas
9. Critical Supplies	*An interruption in critical supplies could hinder patient care*	Head Nurse DIALYSIS SPD	a) List of critical supplies required b) Identify space for storage of supplemental critical supplies c) Establish alternate vendors	a) Assess patient workload prior to Dec. 31st, 1999 b) Acquire supplies in close proximity to DIALYSIS	a) Monitor supplemental quantities of critical supplies b) Contact alternate vendors for such supplies
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts for patient care issues*	Chief, MAS Facilities Management DIALYSIS Head Nurse	a) Assess critical items requiring communications (lab values), Code Blue, etc.… b) Obtain radio communications c) Assess need for "runners" d) Train staff on proper operation	a) Number of radios, and placement b) Number of runners required	a) Deploy radios as back-ups b) Place radios at identified critical areas (lab, operators, work pool) c) Deploy runners
11. VISTA & Other Computer Applications	*Cannot order tests or receive results. Medical records and images unavailable. Appointments and staffing schedules inaccessible.*	IRMS, Information Security Officer	1. Orient staff to act as "runners" 2. Check function of light boxes 3. Print patient records or films 4. Manual backup of schedules 5. Plan portable radiology or fluoroscopy & manual processing	1. Assess extent of problem on unit 2. Continuous assessment of records system and actual needs of the unit	1. Report failure to command center; obtain patient records if not on unit 2. Institute runner system 3. Utilize manual schedules
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Inability to call or hear fire alarm. Unable to call Code Blue. Cannot tell when medical gas supply is compromised.*	Facility Engineering, Safety Office, Materiel Management, and Biomedical Engineering	4. Insure backup (2-way radio) is available. 5. Orient and review fire watch procedures 6. Set up frequent walk-thrus for alarm conditions 7. Orient staff to act as "runners"	1. Assess situation for each system; insure alarms are checked for accuracy on alarm 2. Assess backup levels of available gases in cylinders	1. Report status to command center with assessment 2. Institute fire watch and alarm watch, with communications backup (if needed and available)

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
13. Elevators & Other Vertical Transport	*Minimal impact on operation unless evacuation or ICU transfer is required.*	Head Nurse DIALYSIS Facilities Management	a) Vertical Transport for emergency diagnostic procedures or evacuation only b) Train staff on vertical transport c) Acquire ample supply of transport litters	a) If the elevators are not operational utilize manual vertical transport b) Ensure enough litters on hand for emergency evacuation c) Assess criticality of patients for need for transport	a) Deploy enough litters to handle evacuations b) Ensure enough staff is present to handle transport requirements
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Minimal direct problems (administrative only).*	Materiel Management (Mail Room) and Pharmacy	1. Orient staff to act as "runners" 2. Plan for manual pickup and delivery of mail and similar items	1. Assess needs for mail and pharmacy items	1. Institute runner system for pharmacy items; administrative mail secondary
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*a) With out an active AOV alarm DIALYSIS staff would not identify an interruption in Medical Gas* *b) Interruption in supply would impact care*	Facilities Management; DIALYSIS Head Nurse; Respiratory Care; SPD.	a) Number of patients requiring use of Medical Gas b) Identify quantity of back up required for each gas (air,oxygen,vaccum) c) Identify ancillary equipment needs such as tank holders, regulators, portable suction, canisters, etc…	a) Number of patients requiring medical gas b) Monitor alarms/distribution of gases	a) Deploy supplemental Oxygen and air tanks, portable suction units b) Head Nurse DIALYSIS will monitor gas delivery and report loss of gas to Facilities and Respiratory Therapy
16. Dialysis Units	*Loss of Dialysis Units will interrupt Patient Care*	HemoDialysis Unit Manager	1. Reduce scheduled workload pre/post Dec 31st, 1999 2. Ensure adequate staff in place for emergency response	1. Number of Patients affected 2. Required amount of staff to remove patients from Dialysis treatment in the event of interruption in service 3. Dialysis is generally a scheduled treatment, only emergency treatment during Dec 31st, 1999	1. Staff to monitor patients during Dialysis treatment and remove patient if Y2K Interruption encountered. 2. Acquire back-up Dialysis units to ensure capability for Emergency treatment. 3. On weekend of Jan 1st, test Dialysis Units for proper Operation, prior to fully scheduled day

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
17. Dialysis Reprocessing Unit	*If Re-Processing unit fails, Dialyzers must be discarded and single use dialyzers must be utilized*	HemoDialysis Unit Manager	1. Ensure an adequate number of single use Dialyzers are acquired for the projected workload 2. Train staff on procedures for activating single use emergency response.	1. Proper operation of the re-processor	1. If the re-processor fails, switch to single use Dialyzers.
18.					
19.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: Sample

FUNCTIONAL UNIT: GI Procedures **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Facilities Management	a) Life Safety lighting will remain. Survey area for "extra" lighting requirements b) In the event of loss of Life Safety lighting, flashlights will be utilized to assist in evacuation c) Purchase ample supply of batteries d) Staff should be informed of route of egress for patient evacuation in the event of an emergency. e) Route of egress should be free and clear of anything staff may trip over in dim lighting. f) Acquire Ancillary lighting	a) Determine if Life Safety lighting provides adequate coverage b) For prolonged outages, determine the need for ancillary lighting	a) Simulate Life Safety Lighting only to provide staff with advanced assessment of impact b) Deploy necessary identified ancillary lighting. c) Contact Facilities Management Service personnel in the event of a complete outage for provision of ancillary lighting for evacuation.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Facilities Management	a) Only Emergency Cases will be performed at Millenium changeover b) Emergency Red outlets are provided. c) Extension cords may be required for continuation of care.	a) Determine the extent of the outage and the projected length of the outage. b) Ensure staff identifies the exception outlets on Normal Power and that only non-critical systems should be plugged into these outlets.	a) Identify Emergency procedure in the event of a complete loss of power (Emergency and Normal Power). b) If complete loss occurs, evacuation procedures will be initiated. c) Contact Facilities Management if red Emergency Outlets do not suffice

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
3. Steam Distribution	*Possible loss of supplemental heat*	Facilities Management	a) Make arrangements for supplemental heat b) Train staff on use of supplemental heating units	a) Assess placement of supplemental heating units	a) Contact Facilities Management for deployment of supplemental heating units
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat or cooling could impact operations to the point that patient care is impacted*	Facilities Management	a) Acquire supplemental heating or cooling units b) Train staff on use of supplemental heating or cooling units	a) Number of supplemental heating units required b) Placement of Heating or cooling units	a) Contact Facilities Management for deployment of supplemental heating or cooling units
5. Room or Hood Exhaust	*Loss of Isolation rooms*	Facilities Management	a) Assess number of patients requiring isolation b) Acquire portable isolation unit(s) c) Train staff on use of portable isolation units	a) Isolation required? b) If so, can a portable unit be utilized?	a) Deploy portable isolation units
6. Water Delivery	*Loss of Domestic Water would impact delivery of patient care*	Facilities Management Head Nurse GI Nurse	a) Assess requirements for domestic water in the event of a disruption	a) quantity of domestic water required	a) Deploy back up domestic water supply
7. Water Conditioning Or Drinkability	*Unable to use water for drinking or patient needs.*	Facility Engineering and Materiel Management	1. Obtain signs saying "Water Unsafe to Drink" for sinks, etc. 2. Provide locations for bottled water	1. Assess patient needs and extent of problem 2. Assess use of nonpotable water for sanitary needs	1. Report failure to command center with assessment 2. Establish bottled water center(s) with control
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Large amounts of "red bag" waste generated – requiring disposal*	Head Nurse GI Nurse Facilities Management	a) Assess alternate storage off site for waste handling b) Ensure adequate staff to transport waste	a) Assess vendor readiness for waste handling b) Determine storage area for waste	a) Contact alternate vendor for back up waste handling b) Ensure timely pick up of waste from clinical areas
9. Critical Supplies	*An interruption in critical supplies could hinder patient care*	Head Nurse GI Nurse SPD	a) List of critical supplies required b) Identify space for storage of supplemental critical supplies c) Establish vendor contacts	a) Assess patient workload prior to Dec. 31st, 1999 b) Acquire supplies in close proximity to GI Nurse	a) Monitor supplemental quantities of critical supplies b) Contact alternate vendors for such supplies

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts for patient care issues*	Chief, MAS Facilities Management GI Nurse Head Nurse	a) Assess critical items requiring communications (lab values), Code Blue, etc.… b) Obtain radio communications c) Train staff on proper operation	a) Number of radios, and placement	a) Deploy radios as back-ups b) Place radios at identified critical areas (lab, operators, work pool)
11. VISTA & Other Computer Applications	*1. Loss of access to patient records*	IRMS, Information Security Officer	1. Reduce GI schedule for period following Dec 31st, 1999 2. For all emergency clinic procedures, obtain hard copy charts 3. List of critical contacts (Lab, Nursing, Respiratory) 4. Train GI personnel on "manual" procedures for obtaining automated information (lab values, charts, etc.)	1. List of critical automated information for clinic operation 2. Patient load anticipated for Dec 31st through following week	1. Only emergency procedures for Dec 31st, 1999 (possibly week of 1/3/00) 2. Print out and storage of hard copy charts
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Inability to call or hear fire alarm. Unable to call Code Blue. Cannot tell when medical gas supply is compromised.*	Facility Engineering, Safety Office, Materiel Management, and Biomedical Engineering	1. Insure backup (2-way radio) is available. 2. Orient and review fire watch procedures 3. Set up frequent walk-thrus for alarm conditions 4. Orient staff to act as "runners"	1. Assess situation for each system; insure alarms are checked for accuracy on alarm 2. Assess backup levels of available gases in cylinders	1. Report status to command center with assessment 2. Institute fire watch and alarm watch, with communications backup (if needed and available)
13. Elevators & Other Vertical Transport	*Minimal impact on operations. .*	Head Nurse GI Nurse Facilities Management	a) Vertical Transport for emergency diagnostic procedures or evacuation only b) Train staff on vertical transport c) Obtain enough transport litters	a) If the elevators are not operational utilize manual vertical transport b) Ensure enough litters on hand for emergency evacuation	a) Deploy enough litters to handle evacuations

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Unable to receive emergency medications. Unable to receive mail service.*	Materiel Management (Mail Room) and Pharmacy	1. Orient staff to act as "runners" 2. Plan for manual pickup and delivery of mail and similar items	1. Assess needs for mail and pharmacy items	1. Institute runner system for pharmacy items; administrative mail secondary
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*a) With out an active AOV alarm* GI Nurse staff would not identify an interruption in Medical Gas *b) Interruption in supply would impact care*	Facilities Management; GI Nurse; Head Nurse; Respiratory Care; SPD	a) Number of patients requiring use of Medical Gas b) Identify quantity of back up required for each gas (air,oxygen,vaccum) c) Identify ancillary equipment needs such as tank holders, regulators, portable suction, canisters, etc…	a) Number of patients requiring medical gas b) Monitor alarms/distribution of gases	a) Deploy supplemental Oxygen and air tanks, portable suction units b) Head Nurse GI Nurse will monitor gas delivery and report loss of gas to Facilities and Respiratory Therapy
16. Automated biomedical equipment utilized by GI Nurse	*1. Loss of critical equipment such as ECG system, Endo-scopic Imaging Equipment, Radiographic Equipment, would incapacitate GI Nurse*	GI Coordinator Biomedical Engineering	1. Reduce GI schedule for period following Dec 31st, 1999 2. Confer with Biomedical Engineering on emergency procedures with the use of identified critical equipment 3. Weekend of Jan 1 , 2000 testing of proper operation 4. Train staff on emergency procedures. 5. Obtain backups as identified	1. Determine critical equipment requirements for GI Nurse 2. Determine back-ups/emergency procedures	1. Deploy adequate back up or alternate source for critical clinic operation.
17. Life Support Equipment/Systems	*1. Life Threatening situation (ie. Loss of Defibrillator, ventilator, etc.)*	GI Coordinator Biomedical Engineering	1. ACLS training is current 2. Confer with Biomedical Engineering on emergency procedures with the use of identified critical equipment 3. Train staff	1. Assess the situation for need of back-up critical support systems	1. List contacts for emergency procedures 2. Contact Biomedical Engineering for delivery of identified back-up equipment
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ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Intensive Care Unit **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties. Patients in ICU are in critical condition*	Facilities Management	a) Life Safety lighting will remain. Survey area for "extra" lighting requirements b) In the event of loss of Life Safety lighting, flashlights will be utilized to assist in evacuation c) Purchase ample supplies of batteries and aux. lamps d) Staff should be informed of route of egress for patient evacuation in the event of an emergency. e) Route of egress should be free and clear of anything staff may trip over in dim lighting. f) Simulate Life Safety Lighting only to provide staff with advanced assessment of impact	a) Determine if Life Safety lighting provides adequate coverage b) For prolonged outages, determine the need for ancillary lighting	a) Deploy necessary identified ancillary lighting. b) Contact Facilities Management Service personnel in the event of a complete outage for provision of ancillary lighting for evacuation.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Facilities Management	a) ICU is provided with emergency power on an automatic transfer switch. b) Some Normal power "ivory" colored outlets are provided. Ensure staff are informed of these locations (they will lose power). c) All critical systems are on emergency Power branch	a) Determine the extent of the outage and the projected length of the outage. b) Ensure staff identifies the exception outlets on Normal Power and that only non-critical systems should be plugged into these outlets.	a) Implement Emergency procedure in the event of a complete loss of power (Emergency and Normal Power). b) If complete loss occurs, evacuation procedures will be initiated.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
3. Steam Distribution	*Loss of supplemental heat and bed pan washer sterilizers*	Facilities Management	a) Assess need for disposal bed pans/storage of supplies b) Make arrangements for supplemental heat c) Train staff on availability of disposable bed pans d) Train staff on use of supplemental heating units	a) Acquire disposable bed pans b) Assess placement of supplemental heating units	a) Contact Facilities Management
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat or cooling could impact operations to the point that patient care is impacted*	Facilities Management	a) Acquire supplemental heating or cooling and units b) Train staff on use of supplemental heating or cooling units	a) Number of supplemental heating or cooling units required b) Placement of Heating or cooling units	a) Contact Facilities Management
5. Room or Hood Exhaust	*Loss of Isolation rooms*	Facilities Management	a) Assess number of patients requiring isolation b) Acquire portable isolation unit(s) c) Train staff on use of portable isolation units	a) Isolation required? b) If so, can a portable unit be utilized?	a) Deploy portable isolation units
6. Water Delivery	*Loss of Domestic Water would impact delivery of patient care*	Facilities Management Head Nurse ICU	a) Assess requirements for domestic water in the event of a disruption	a) quantity of domestic water required	a) Deploy back up domestic water supply
7. Water Conditioning Or Drinkability	*Unable to use water for drinking or patient needs.*	Facility Engineering and Materiel Management	1. Obtain signs saying "Water Unsafe to Drink" for sinks, etc. 2. Provide locations for bottled water	1. Assess patient needs and extent of problem 2. Assess use of nonpotable water for sanitary needs	1. Report failure to command center with assessment 2. Establish bottled water center(s) with control
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Large amounts of "red bag" waste generated – requiring disposal*	Head Nurse ICU Facilities Management	a) Assess alternate storage off site for waste handling b) Ensure adequate staff to transport waste c) Establish alternate vendor contacts	a) Assess vendor readiness for waste handling b) Determine storage area for waste	a) Contact alternate vendor for back up waste handling b) Ensure timely pick up of waste from clinical areas

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
9. Critical Supplies	*An interruption in critical supplies could hinder patient care*	Head Nurse ICU SPD	a) List of critical supplies required b) Identify space for storage of supplemental critical supplies c) Establish alternate vendor contacts	a) Assess patient workload prior to Dec. 31st, 1999 b) Acquire supplies in close proximity to ICU	a) Monitor supplemental quantities of critical supplies b) Contact alternate vendors for such supplies
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts for patient care issues*	Chief, MAS Facilities Management ICU Head Nurse	a) Assess critical items requiring communications (lab values), Code Blue, etc.… b) Obtain radio communications c) Assess need for "runners" d) Train staff on proper operation	a) Number of radios, and placement b) Number of runners required	a) Deploy radios as back-ups b) Place radios at identified critical areas (lab, operators, work pool) c) Deploy runners
11. VISTA & Other Computer Applications	*The monitoring of patients from remote locations is no longer possible.*	IRMS, Information Security Officer	1. Identify suitable back-up Vital sign monitors (date independent) 2. Assure adequate manual blood pressure manometers are in place 3. Assess Patient Census 4. Train staff on manually acquiring vitals/portable vital sign monitor operation	a) Assess census for at risk patients prior to Dec 31st, 1999 b) Determine appropriate staffing levels c) Number of back-up devices required	1. Nursing to provide additional staff (critical care certified) to help monitor patients. 2. Equipment for manual mode in place
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Loss of Nursecall could hamper patient communication with Nursing staff and integrated Code Blue Alarm*	ICU Head Nurse	1. Acquire back up signaling method such as bells/whistles or possible use of wireless audio monitors.	1. Assess criticality of patients for use of alternate communication 2. Determine storage area for the alternate means of communications	1. Distribute Alternate communication means.
13. Elevators & Other Vertical Transport	*Minimal impact on operation unless evacuation is necessary*	Head Nurse ICU Facilities Management	1. Ensure Vertical Transport for emergency diagnostic procedures or evacuation only 2. Train staff on vertical transport 3. Acquire ample supply of transport litters	If the elevators are not operational utilize manual vertical transport	1. Deploy enough litters to handle evacuations

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Unable to receive emergency medications. Unable to receive mail service.*	Materiel Management (Mail Room) and Pharmacy	1. Orient staff to act as "runners" 2. Plan for manual pickup and delivery of mail and similar items	1. Assess needs for mail and pharmacy items	1. Institute runner system for pharmacy items; administrative mail secondary
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*a) With out an active AOV alarm ICU staff would not identify an interruption in Medical Gas* *b) Interruption in supply would impact care*	Facilities Management; ICU Head Nurse; Respiratory Care; SPD	a) Number of patients requiring use of Medical Gas b) Identify quantity of back up required for each gas (air,oxygen,vaccum) c) Identify ancillary equipment needs such as tank holders, regulators, portable suction, canisters, etc…	a) Number of patients requiring medical gas b) Monitor alarms/distribution of gases	a) Deploy supplemental Oxygen and air tanks, portable suction units b) Head Nurse ICU will monitor gas delivery and report loss of gas to Facilities and Respiratory Therapy
16.Mechanical Ventilators	*Loss of Ventilators would result in life threatening circumstances for patients*	Nurse Manager Respiratory Therapy Biomedical Engineering	1. Ensure adequate staff present based upon assessment of patient census 2. Update Emergency Call Back Listings 3. Acquire suitable back-up ventilators (Date independent) 4. Ensure enough Ambu-bags are present 5. Last resort, establish contact with another facility within the Network to transfer patients	1. Assess census for ventilated “at risk” patients prior to Dec. 31st, 1999 Midnight 2. Determine number of staff required 3. Determine back up equipment necessary	1. Manually ventilate patients 2. Contact Respiratory Therapy to set patients up on back-up ventilators 3. Initiate Emergency call back procedures 4. If proper back-up equipment is unavailable, initiate transfer procedures
17.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Inpatient Wards **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Staff unable to see in enclosed areas and at night. Unable to carry out duties.*	Facility Engineering and Safety Office	1. Stock flashlights and batteries. 2. Review evacuation procedures. 3. Secure doorstops for enclosed rooms (held by CNM).	1. Determine extent of outage (unit or widespread) 2. Determine ability of staff to continue operations 3. Assess patient condition for evacuation	1. Report extent to command center with assessment 2. Move patients to areas where staff can provide care 3. Evacuate patients on command center instructions
2. Electrical Power (Generator Power Available)	*Electrical and electronic equipment is unavailable (after battery backup fails).*	Facility Engineering and Safety Office	1. See #1. Lighting 2. Locate/orient staff to red plugs. 3. Review evacuation procedures. 4. Insure critical equipment is plugged into red plugs	1. Determine extent of outage (unit or widespread) 2. Determine ability of staff to continue operations 3. Assess patient condition for evacuation	1. Report extent to command center with assessment 2. Move patients to areas where staff can provide care 3. Evacuate patients on command center instructions
3. Steam Distribution	*Sterilized equipment and instrument availability. Limited food service and laundry.*	Facility Engineering, SPD, Dietetics, Environmental Mgt.	1. Obtain disposable instruments. 2. Discuss limited menu options. 3. Lay in extra linens and blankets	1. Assess needs for sterile supplies, food, and laundry for patient care	1. Discuss stock and supply with appropriate service/section; report problems to Chief, Patient Care Services for resolution
4. Heating, Ventilation & Air Conditioning (HVAC)	*Inability to control temperature or humidity and air exchanges; patient comfort and safety.*	Facility Engineering and Safety Office	1. Obtain extra blankets 2. Discuss portable heaters 3. Discuss portable fans or air conditioning units 4. Review evacuation procedures	1. Determine extent of outage (unit or widespread) 2. Determine ability of staff to continue operations 3. Assess patient condition for evacuation	1. Report extent to command center with assessment 2. Move patients to areas where staff can provide care 3. Evacuate patients on command center instructions

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
5. Room or Hood Exhaust	*Unable to use isolation rooms.*	Facility Engineering, Safety Office, and Infection Control	1. Insure additional isolation supplies are available 2. Review universal precautions 3. Prepare for "isolation ward"	1. Assess actual need for isolation rooms and precautions 2. Prepare to move patients	1. Report failure to command center with assessment 2. Move patients on command center instructions
6. Water Delivery	*Unable to provide water for patients needs and staff infection control.*	Facility Engineering and Material Management	1. Provide locations for bottled water for patients and sanitary needs 2. Stock waterless soaps	1. Assess patient needs and extent of problem 2. Assess needs for sanitary systems (toilets, etc.)	1. Report failure to command center with assessment 2. Establish bottled water center(s) with control
7. Water Conditioning Or Drinkability	*Unable to use water for drinking or patient needs.*	Facility Engineering and Materiel Management	1. Obtain signs saying "Water Unsafe to Drink" for sinks, etc. 2. Provide locations for bottled water	1. Assess patient needs and extent of problem 2. Assess use of nonpotable water for sanitary needs	1. Report failure to command center with assessment 2. Establish bottled water center(s) with control
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Cannot remove infectious and other waste; increased infection risk and pest hazard. Drains and toilets back-up.*	Environmental Management and Facility Engineering	1. Minimize sanitary system usage 2. Obtain extra biohazard boxes 3. Obtain extra needle boxes 4. Plan to minimize water use 5. Plan for ward consolidation	1. Assess extent of problem on unit for immediate problems 2. Continuous assessment for waste and similar items	1. Report failure to command center with assessment for immediate problems 2. Keep EMS informed of waste status; report problems to Chief, Patient Care Services
9. Critical Supplies	*Unable to supply patient needs including wound care and pharmacy items.*	SPD, Pharmacy, and Warehouse	1. Review evacuation procedures 2. Obtain 1 week supply of necessary ward stock supplies	1. Continuing assessment of situation	1. Discuss stock and supply with appropriate service/section; report problems to Chief, Patient Care Services for resolution
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Unable to call for em-ergency assistance or supplies. Unable to contact physicians or PAs.*	Business Practices and Telecommunic ations	1. Insure backup (2-way radio) is available; cellular OK in wards 2. Orient staff to act as "runners" 3. Discuss MD/PA/RN/LPN staffing for 1/1/2000	1. Assess extent of problem, check emergency phones 2. Insure emergency lines are manned 3. Check staffing and report	1. Report failure to command center with assessment 2. Runners to be dispatched as needed with available communications (if available)

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
11. VISTA & Other Computer Applications	*Cannot order tests or receive results. Medical records and images unavailable. Appointments and staffing schedules inaccessible.*	IRMS, Information Security Officer	1. Orient staff to act as "runners" 2. Check function of light boxes 3. Print out patient records 4. Manual backup of schedules 5. Plan for portable radiology	1. Assess extent of problem on unit 2. Continuous assessment of records system and actual needs of the unit	1. Report failure to command center; obtain patient records if not on unit 2. Institute runner system 3. Utilize manual schedules 4. Insure adequate records
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Inability to call or hear fire alarm. Unable to call Code Blue. Patients unable to call for assistance. Cannot tell when medical gas supply is compromised.*	Facility Engineering, Safety Office, Materiel Management, and Biomedical Engineering	1. Insure backup (2-way radio) is available; cellular OK in wards 2. Orient and review fire watch procedures 3. Set up frequent walk-thrus for alarms 4. Obtain manual bells for patients	1. Assess situation for each system 2. Distribute manual bells to patients as necessary	1. Report status to command center with assessment 2. Institute fire watch, alarm watch, and frequent patient rounds with communications backup (if needed and available)
13. Elevators & Other Vertical Transport	*Unable to receive food, supplies, or medication by cart. Handicapped patients/staff difficult to transport or stuck.*	Facility Engineering, Safety Office, SPD, Dietetics, and Pharmacy	1. Plan for stairwell usage 2. Plan for patient move to lower floors or ICUs; obtain litters 3. Train staff for patient moves 4. Establish runner/courier system	1. Assess patient needs for possible vertical evacuation. 2. Determine patient needs for food, pharmacy, linens, and other supplies	1. Report patient status to command center 2. Institute runner systems 3. Institute emergency supply procedures
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Unable to receive emergency medications. Unable to receive mail service.*	Materiel Management (Mail Room) and Pharmacy	1. Orient staff to act as "runners" 2. Plan for manual pickup and delivery of mail and similar items	1. Assess needs for mail and pharmacy items	1. Institute runner system for pharmacy items; administrative mail secondary

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*Unable to continue treatments of compromised patients Compressed air and suction operated devices unavailable. Unable to continue suctioning of patients.*	Respiratory Care, Facility Engineering, Materiel Mgmt, SPD.	1. Provide location for backup oxygen cylinders. Discuss stock level with Respiratory Therapy 2. Insure cylinder regulators and tubing on hand in ward 3. Discuss air pump and suction needs with SPD and provide location for storage. 4. Insure proper fittings on ward 5. Insure large-bore and large volume syringes (with tubing) are stocked on the ward	1. Verify extent of failure; check alarm panel 2. Assess actual patient needs	1. Contact SPD and/or Respiratory Therapy (with runners if needed); establish small-cylinder therapy 2. Contact command center with situation and assessment
16. Wireless computers	*Difficulty in providing medication to patients. Rounds require paper charts.*	IRMS, Medical Records	1. Use VistA systems in the nursing stations 2. Insure paper forms and kardex available on wards	1. Assess extent of failure (all VistA or just wireless systems) 2. Forms and charting levels	1. Report situation to Chief, IRM if only wireless; report to command center if all VistA is affected
17. I.V. Pumps or Feeding Pumps	*Cannot automatically infuse medication or provide tube feedings.*	Biomedical Engineering and SPD	1. Obtain manual I.V., feeding, and blood administration sets and provide inservices 2. Nursing competency training	1. Assess situation and type of pumps affected	1. Institute appropriate manual interventions 2. Contact SPD and Biomedical Engineering for support
18. Vital Signs Monitors or portable monitors	*Unable to make, display, or print out vital signs. Alarms will not function.*	Biomedical Engineering and SPD	1. Insure manual B.P. units, thermometers, etc. and supplies are available; provide inservices 2. Insure forms are available	1. Assess situation and type of pumps affected	1. Institute appropriate manual interventions 2. Contact SPD and Biomedical Engineering for support
19. Defibrillators	*Inability to defibrillate or cardiovert life-threatening heart conditions*	Biomedical Engineering and SPD	1. Identify alternate brands and locations; provide inservices 2. Provide BLS and ACLS refresher training	1. Check defibrillator for proper operation on test mode; report any problems to Biomedical Engineering immediately	2. Continue appropriate CPR 3. Contact SPD for delivery of alternate defibrillator 4. Contact Biomed for support

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
20. Electric bed movement or exit alarms	*Difficulty in transporting patients. Unable to tell when patients are leaving beds.*	Biomedical Engineering	1. Plan a rover system to check patients (see #7. Nurse Call) 2. Obtain stepstools and patient slides	1. Check beds for proper operation and connections	1. Institute rover system and distribute stepstools as appropriate 2. Notify Biomed for support
21. Closed circuit monitors or Wanderguard	*Unable to monitor patients in remote / secluded areas or detect patients leaving wards*	Biomedical Engineering and Police and Security Service	1. Plan a rover system to increase patient surveillance 2. Plan to move "at risk" patients closer to nurse station	1. Check system proper settings and connections	1. Institute rover system with door and stairwell monitors 2. Request assistance from Police & Security System
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23.					
24.					
25.					
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ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Operating Rooms **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Staff unable to see in rooms. Unable to carry out duties.*	Facility Engineering and Safety Office	1. Stock flashlights and batteries. 2. Review evacuation procedures. 3. Secure doorstops for enclosed rooms (held by CNM).	1. Determine extent of outage (unit or widespread) 2. Determine ability of staff to continue operations 3. Assess patient condition for evacuation	1. Report extent to command center with assessment 2. Begin shutdown of procedures in progress 3. Evacuate patients on command center instructions
2. Electrical Power (Generator Power Available)	*Electrical and electronic equipment is unavailable (after battery backup fails).*	Facility Engineering and Safety Office	1. See #1. Lighting 2. Review evacuation and emergency interruption procedures.	1. Determine extent of outage (unit or widespread) 2. Determine ability of staff to continue operations 3. Assess patient condition for evacuation	1. Report extent to command center with assessment 2. Begin shutdown of procedures in progress 3. Evacuate patients on command center instructions
3. Steam Distribution	*Sterilized tray and instrument availability.*	Facility Engineering and SPD.	1. Obtain disposable instruments and suture trays. 2. Insure all trays sterilized an available in advance	1. Assess needs for sterile supplies and laundry 2. Ability to perform emergent cases with existing stock levels	1. Discuss stock and supply with appropriate service/section; report problems to ACOS Surgery for resolution and command center
4. Heating, Ventilation & Air Conditioning (HVAC)	*Inability to control temperature, humidity, and air exchanges; patient comfort and safety.*	Facility Engineering and Safety Office	1. Obtain extra blankets 2. Discuss portable heaters 3. Discuss portable fans 4. Review evacuation procedures	1. Determine extent of outage (unit or widespread) 2. Determine ability of staff to continue operations 3. Assess patient condition for evacuation	1. Report extent to command center with assessment 2. Begin shutdown of procedures in progress 3. Evacuate patients on command center instructions
5. Room or Hood Exhaust	*Increased staff risk due to waste gases, smoke plumes. Increased infection risk.*	Facility Engineering, Safety Office, Infection Control.	1. Obtain portable fans 2. Plan for possible use of portable suction devices to remove gases, etc.	1. Assess actual need for exhaust systems 2. Prepare to terminate cases or use alternate exhaust	1. Report failure to command center with assessment 2. Begin shutdown of procedures in progress if needed

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
6. Water Delivery	*Unable to provide water for patients needs, staff infection control.*	Facility Engineering and Material Management	1. Provide for bottled water for patients and sanitary needs 2. Stock waterless soaps	1. Assess patient needs and extent of problem	1. Report failure to command center with assessment 2. Establish bottled water center(s) with control
7. Water Conditioning Or Drinkability	*Unable to use water for drinking or patient needs. Cannot scrub for cases.*	Facility Engineering and Materiel Management	1. Obtain signs saying "Water Unsafe to Drink" for sinks, etc. 2. Provide locations for bottled water for scrub sinks.	1. Assess patient needs and extent of problem	1. Report failure to command center with assessment 2. Establish bottled water center(s) with control
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Cannot remove infectious and other waste; increased infection risk and pest hazard. Drains and toilets back-up.*	Environmental Management and Facility Engineering	1. Minimize sanitary system usage 2. Obtain extra biohazard boxes 3. Obtain extra needle boxes 4. Plan to minimize water use 5. Plan for abbreviated scrubs	1. Assess extent of problem on unit for immediate problems 2. Continuous assessment for waste and similar items	1. Report failure to command center with assessment for immediate problems 2. Keep EMS informed of waste status; report problems to Chief, Patient Care Services
9. Critical Supplies	*Unable to supply patient needs including wound care and pharmacy items.*	SPD, Pharmacy, and Warehouse	1. Obtain 1 month extra supply of necessary stock supplies; discussion stock with SPD 2. Locate alternate suppliers	1. Continuing assessment of situation	1. Discuss stock and supply with appropriate service/section; report problems to ACOS, Surgery for resolution
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Unable to call for em-ergency assistance or supplies. Unable to contact physicians or staff. Unable to contact clinical lab/blood bank*	Business Practices and Telecommunic ations	1. Insure backup (2-way radio) is available. 2. Orient staff to act as "runners" 3. Lay in additional stock supplies 4. Discuss communication and delivery protocols with PALMS	1. Assess extent of problem, check emergency phones 2. Insure emergency lines are manned 3. Check staffing and report	1. Report failure to command center with assessment 2. Runners to be dispatched as needed with available communications (if available) 3. Contact PALMS directly

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
11. VISTA & Other Computer Applications	*Cannot order tests or receive results. Medical records and images unavailable. Appointments and staffing schedules inaccessible.*	IRMS, Information Security Officer	1. Orient staff to act as "runners" 2. Check function of light boxes 3. Print out patient records 4. Manual backup of schedules 5. Plan for portable radiology 6. Test backup film printing sys.	1. Assess extent of problem on unit 2. Continuous assessment of records system and actual needs of the unit	1. Report failure to command center; obtain patient records if not on unit 2. Institute runner system 3. Utilize manual schedules
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Inability to call or hear fire alarm. Unable to call Code Blue. Cannot tell when medical gas supply is compromised.*	Facility Engineering, Safety Office, Materiel Management, Biomedical Engineering, Anesthesia	1. Insure backup (2-way radio) is available. 2. Orient and review fire watch procedures 3. Set up frequent walk-thrus for alarm conditions 4. Orient staff to act as "runners"	1. Assess situation for each system; insure alarms are checked for accuracy on alarm 2. Assess backup levels of available gases in cylinders	1. Report status to command center with assessment 2. Institute fire watch, alarm watch, and frequent patient rounds with communications backup (if needed and available)
13. Elevators & Other Vertical Transport	*Unable to receive supplies, or medications by cart. Unable to transport patients on or off floor.*	Facility Engineering, Safety Office, SPD, and Pharmacy	1. Plan for possible emergency stairwell usage (litters, etc) 2. Coordinate patient housing in PACU, SICU, and A4N 3. Establish runner/courier system	1. Assess patient needs for possible vertical evacuation. 2. Determine patient needs for food, pharmacy, linens, and other supplies	1. Report patient status to command center 2. Institute runner systems 3. Institute emergency supply procedures
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Minimal direct problems (administrative only).*	Materiel Management (Mail Room) and Pharmacy	1. Orient staff to act as "runners" 2. Plan for manual pickup and delivery of mail and similar items	1. Assess needs for mail and pharmacy items	1. Institute runner system for pharmacy items; administrative mail secondary
15. Central Medical Gases (Oxygen)	*Unable to continue surgery.*	Anesthesia, Engineering, Materiel Mgmt.	1. Provide location for backup oxygen cylinders. Discuss stock level with anesthesia 2. Insure extra supplies available	1. Verify extent of failure; check alarm panel 2. Assess actual patient needs 3. Assess backup levels of available gases in cylinders	1. Contact anesthesia (with runners if needed); establish small-cylinder therapy 2. Contact command center with situation and assessment

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
16. Medical Air	*Compressed air operated devices unavailable.*	SPD, Facility Engineering, Materiel Mgmt. and Anesthesia	1. Discuss air pump needs with SPD and provide location for storage. 2. Insure proper fittings available	Verify extent of failure; check alarm panel 1. Assess actual patient needs 2. Assess backup levels of available gases in cylinders	1. Contact SPD (with runners if needed) for air pumps 2. Contact command center with situation and assessment
17. Central Vacuum	*Unable to continue suctioning/draining of patients and suction-operated devices inoperable.*	SPD, Facility Engineering, Materiel Mgmt, and Anesthesia	1. Discuss portable suction pump needs and availability with SPD 2. Insure large-bore and large volume syringes (with tubing) are stocked	1. Verify extent of failure; check alarm panel 2. Assess actual patient needs 3. Assess backup levels of available gases in cylinders	1. Contact SPD (with runners if needed) for suction pumps 2. Contact command center with situation and assessment
18. Central Nitrous Oxide	*Unable to continue surgery.*	Anesthesia, Engineering, Materiel Mgmt.	1. Provide location for backup nitrous oxide cylinders. Discuss stock level with anesthesia 2. Insure extra supplies available	1. Verify extent of failure; check alarm panel 2. Assess actual patient needs 3. Assess backup levels of available gases in cylinders	1. Contact anesthesia (with runners if needed); establish small-cylinder therapy 2. Contact command center with situation and assessment
19. I.V. Pumps or Blood Warmers	*Cannot automatically infuse medication or provide properly warmed blood.*	Biomedical Engineering and SPD	1. Obtain manual I.V. and blood administration sets and provide inservices 2. Nursing competency training	1. Assess situation and type of pumps affected	1. Institute appropriate manual interventions 2. Contact SPD and Biomedical Engineering for support
20. Monitoring System Failure	*Unable to make, display, or print out vital signs. Alarms will not function.*	Biomedical Engineering and SPD	1. Insure manual B.P. units, thermometers, etc. and supplies are available; provide inservices 2. Insure forms are available	1. Assess situation and type of pumps affected 2. Use defibrillator monitor for ECG if warranted	1. Institute appropriate manual interventions 2. Contact SPD and Biomedical Engineering for support
21. Defibrillators	*Inability to defibrillate or cardiovert life-threatening heart conditions*	Biomedical Engineering and SPD	1. Identify alternate brands and locations; provide inservices 2. Provide ACLS refresher training	1. Check defibrillator for proper operation on test mode; report any problems to Biomedical Engineering immediately	1. Continue appropriate CPR 2. Contact SPD for delivery of alternate defibrillator 3. Contact Biomed for support

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
22. Electrosurgery Unit Failure	*Cannot utilize electrocautery*	Biomedical Engineering and SPD	1. Plan to revert to manual techniques; refresher training 2. Stock O.R.s with additional supplies 3. Locate alternate brands	1. Test for proper operation on cut and coag settings prior to beginning cases	1. Utilize manual techniques for surgery 2. Delay cases if possible 3. Notify Biomed for support or alternate equipment
23. Anesthesia Machine Failure	*Unable to perform or continue to perform surgery*	Biomedical Engineering and Anesthesia; Detroit Medical Center	1. Review emergency surgery plans with Anesthesiology 2. Locate alternate brands 3. Discuss alternate surgery locations with DMC	1. Insure that machine is properly connected and that tanks, vaporizers, etc. are full 2. Ability to continue the case	1. Begin shutdown of case 2. Transfer to manual ventilation and medication for continuity of anesthesia level 3. Contact Biomed for support
24. Laser Failure (Intraoperative)	*Unable to continue laser procedure.*	Biomedical Engineering	4. Continue procedures with manual techniques; refresher training 5. Alternate brand if available	3. Insure equipment is properly connected and enabled (keys, codes, etc.) 4. Ability to perform case using manual techniques	1. Cases in progress change to manual techniques or begin shutdown of procedure 2. Postpone elective cases 3. Contact Biomed for support
25.					
26.					
27.					

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN:	
				Assess the situation for:	Action required:
28.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Outpatient Clinics (Onsite) **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Facilities Engineering	a) Life Safety lighting will remain. Survey area for "extra" lighting requirements a) Simulate Life Safety Lighting only to provide staff with advanced assessment of impact b) In the event of loss of Life Safety lighting, flashlights will be utilized to assist in evacuation c) Purchase ample supplies of batteries d) Staff should be informed of route of egress for patient evacuation in the event of an emergency. e) Route of egress should be free and clear of anything staff may trip over in dim lighting.	a) Determine if Life Safety lighting provides adequate coverage b) For prolonged outages, determine the need for ancillary lighting	a) Deploy necessary identified ancillary lighting. b) Contact Facilities Management Service personnel in the event of a complete outage for provision of ancillary lighting for evacuation.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Facilities Management	a) Emergency Red outlets are provided. b) Extension cords may be required for continuation of care on normal power	a) Determine the extent of the outage and the projected length of the outage. b) Ensure staff identifies the exception outlets on Normal Power and that only non-critical systems should be plugged into these outlets.	a) Identify Emergency procedure in the event of a complete loss of power (Emergency and Normal Power). b) If complete loss occurs, evacuation procedures will be initiated.

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
3. Steam Distribution	*Possible loss of supplemental heat*	Facilities Management	a) Make arrangements for supplemental heat b) Train staff on use of supplemental heating units	a) Assess placement of supplemental heating units	a) Contact Facilities Management for deployment of supplemental heating units
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat or cooling could impact operations to the point that patient care is impacted*	Facilities Management	a) Acquire supplemental heating or cooling units a) Train staff on use of supplemental heating or cooling units	a) Number of supplemental heating or cooling units required b) Placement of Heating or cooling units	a) Contact Facilities Management for deployment of supplemental heating or cooling units
5. Room or Hood Exhaust	*Loss of Isolation rooms*	Facilities Management	a) Assess number of patients requiring isolation b) Acquire portable isolation unit(s) c) Train staff on use of portable isolation units	a) Isolation required? b) If so, can a portable unit be utilized?	a) Deploy portable isolation units
6. Water Delivery	*Loss of Domestic Water would impact delivery of patient care*	Facilities Management Clinic Head Nurse	a) Assess requirements for domestic water in the event of a disruption	a) quantity of domestic water required	a) Deploy back up domestic water supply
7. Water Conditioning Or Drinkability	*Unable to use water for drinking or patient needs.*	Facility Engineering and Materiel Management	1. Obtain signs saying "Water Unsafe to Drink" for sinks, etc. 2. Provide locations for bottled water	1. Assess patient needs and extent of problem 2. Assess use of nonpotable water for sanitary needs	1. Report failure to command center with assessment 2. Establish bottled water center(s) with control
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Large amounts of "red bag" waste generated – requiring disposal*	Clinic Head Nurse Facilities Management	a) Assess alternate storage off site for waste handling b) Ensure adequate staff to transport waste c) Establish alternate vendor contacts	a) Assess vendor readiness for waste handling b) Determine storage area for waste	a) Contact alternate vendor for back up waste handling b) Ensure timely pick up of waste from clinical areas

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
9. Critical Supplies	*An interruption in critical supplies could hinder patient care*	Clinic Head Nurse SPD	a) List of critical supplies required b) Identify space for storage of supplemental critical supplies c) Establish alternate vendor contacts	a) Assess patient workload prior to Dec. 31st, 1999 b) Acquire supplies in close proximity to CLINICS	a) Monitor supplemental quantities of critical supplies b) Contact alternate vendors for such supplies
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts for patient care issues*	Chief, MAS Facilities Management CLINICS Head Nurse	a) Assess critical items requiring communications (lab values), Code Blue, etc.… b) Obtain radio communications c) Assess need for "runners" d) Train staff on proper operation	a) Number of radios, and placement b) Number of runners required	a) Deploy radios as back-ups b) Place radios at identified critical areas (lab, operators, work pool) c) Deploy runners
11. VISTA & Other Computer Applications	*1. Loss of access to patient records*	IRMS, Information Security Officer	1. Reduce Clinic schedule for period following Dec 31st, 1999 2. For all emergency clinic procedures, obtain hard copy charts 3. List of critical contacts (Lab, Nursing, Respiratory) 4. Train clinic personnel on "manual" procedures for obtaining automated information (lab values, charts, etc.)	1. List of critical automated information for clinic operation 2. Patient load anticipated for Dec 31st through following week	1. Only emergency clinic visits for days following Dec 31st, 1999 (week of 1/3/00) 2. Print out and storage of hard copy charts
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*1. With out an active AOV alarm* CLINICS staff would not identify an interruption in Medical Gas *2. Interruption in supply would impact care*	1. Facilities Manage-ment 2. CLINICS Head Nurse 3. Respira-tory Care 4. SPD	1. Number of patients requiring use of Medical Gas 2. Identify quantity of back up required for each gas (air,oxygen,vaccum) 3. Identify ancillary equipment needs such as tank holders, regulators, portable suction, canisters, etc…	1. Number of patients requiring medical gas 2. Monitor alarms/distribution of gases	1. Deploy supplemental Oxygen and air tanks, portable suction units 2. Clinic Head Nurse will monitor gas delivery and report loss of gas to Facilities and Respiratory Therapy

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
13. Elevators & Other Vertical Transport	*Minimal impact on operations. .*	Clinic Head Nurse Facilities Management	a) Vertical Transport for emergency diagnostic procedures or evacuation only b) Train staff on vertical transport c) Acquire ample supply of litters	a) If the elevators are not operational utilize manual vertical transport b) Ensure enough litters on hand for emergency evacuation	a) Deploy enough litters to handle evacuations
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*Unable to receive mail service.*	Materiel Management (Mail Room) and Pharmacy	1. Orient staff to act as "runners" 2. Plan for manual pickup and delivery of mail and similar items	1. Assess needs for mail and pharmacy items	1. Institute runner system for pharmacy items; administrative mail secondary
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*a) Very little impact*	Facilities Management: CLINICS Head Nurse; SPD	a) Number of patients requiring use of Medical Gas b) Identify ancillary equipment needs such as tank holders, regulators, portable suction, canisters, etc…	a) Number of patients requiring medical gas b) Monitor distribution of gases	a) Deploy supplemental Oxygen and air tanks, portable suction units b) Clinic Head Nurse will monitor gas delivery for re-ordering
16.Biomedical Equipment	*1. Loss of critical equipment such as ECG system, lasers, Ophthalmic instrumentation, vital signs monitors, etc. would incapacitate clinics*	Outpatient Clinic Manager Biomedical Engineering	1. Reduce Clinic schedule for period following Dec 31st, 1999 2. Confer with Biomedical Engineering on emergency procedures with the use of identified critical equipment 3. Weekend of Jan 1 , 2000 testing of proper operation 4. Train staff on emergency procedures. 5. Acquire back up systems identified	1. Determine critical equipment requirements for clinics 2. Determine back-ups/emergency procedures	1. Deploy adequate back up or alternate source for critical clinic operation.
17.					

ÿ **All contingency preparations have been completed**

Year 2000 Contingency Plan

DATE: SAMPLE

FUNCTIONAL UNIT: Outpatient Clinic (CBOC) **FUNCTIONAL UNIT MANAGER:** _____

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
1. Lighting (Emergency Lights Available)	*Without lighting staff can not carry out their duties.*	Facilities Management	a) Life Safety lighting will remain. Survey area for "extra" lighting requirements a) Simulate Life Safety Lighting only to provide staff with advanced assessment of impact b) In the event of loss of Life Safety lighting, flashlights will be utilized to assist in evacuation c) Purchase ample supplies of batteries d) Staff should be informed of route of egress for patient evacuation in the event of an emergency. e) Route of egress should be free and clear of anything staff may trip over in dim lighting	a) Determine if Life Safety lighting provides adequate coverage b) For prolonged outages, determine the need for ancillary lighting	a) Obtain necessary identified ancillary lighting. b) Contact Facilities Management Service personnel in the event of a complete outage for provision of ancillary lighting for evacuation.
2. Electrical Power (Generator Power Available)	*Without power staff can not carry out their duties.*	Facilities Management	a) Reduce Clinic Schedule week of Jan 3rd through Jan 7, 2000	a) Determine the extent of the outage and the projected length of the outage. b) Determine feasibility of acquiring Generator	a) Determine alternate site for clinic/re-routing of patients
3. Steam Distribution	*Possible loss of supplemental heat*	Facilities Management	a) Make arrangements for supplemental heat b) Train staff on use of supplemental heating units	a) Assess placement of supplemental heating units	a) Contact Facilities Management, request supplemental heating units

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
4. Heating, Ventilation & Air Conditioning (HVAC)	*Loss of heat or cooling could impact operations to the point that patient care is impacted*	Facilities Management	a) Acquire supplemental heating or cooling units b) Train staff on use of supplemental heating or cooling units	a) Number of supplemental heating or cooling units required b) Placement of Heating or cooling units	a) Contact Facilities Management for deployment of supplemental heating or cooling units
5. Room or Hood Exhaust	*Loss of Isolation rooms*	Facilities Management	a) Assess number of patients requiring isolation b) Acquire portable isolation unit(s) c) Train staff on use of portable isolation units	a) Isolation required? b) If so, can a portable unit be utilized?	a) Deploy portable isolation units
6. Water Delivery	*Loss of Domestic Water would impact delivery of patient care*	Facilities Management Clinic Head Nurse	a) Assess requirements for domestic water in the event of a disruption	a) quantity of domestic water required	a) Deploy back up domestic water supply
7. Water Conditioning Or Drinkability	*Unable to use water for drinking or patient needs.*	Facility Engineering and Materiel Management	1. Obtain signs saying "Water Unsafe to Drink" for sinks, etc. 2. Provide locations for bottled water	1. Assess patient needs and extent of problem 2. Assess use of nonpotable water for sanitary needs	1. Report failure to command center with assessment 2. Establish bottled water center(s) with control
8. Waste Stream (Sanitary, Solid, Liquid, & Biohazard)	*Large amounts of "red bag" waste generated – requiring disposal*	Clinic Head Nurse Facilities Management	a) Assess alternate storage off site for waste handling b) Ensure adequate staff to transport waste c) Establish alternate vendor contact	a) Assess vendor readiness for waste handling b) Determine storage area for waste	a) Contact alternate vendor for back up waste handling b) Ensure timely pick up of waste from clinic
9. Critical Supplies	*An interruption in critical supplies could hinder patient care*	Clinic Head Nurse SPD	a) List of critical supplies required b) Identify space for storage of supplemental critical supplies c) Establish Vendor Contacts	a) Assess patient workload prior to Dec. 31st, 1999 b) Acquire supplies in close proximity to CLINICS	a) Monitor supplemental quantities of critical supplies b) Contact alternate vendors for such supplies

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
10. Communi-cations (Telephone, Radio, Intercom, Nurse Call; etc.)	*Loss of phones will impede the departments ability to communicate with medical center staff and external contacts for patient care issues*	Chief, MAS Facilities Management CLINICS Head Nurse	a) Assess critical items requiring communications (lab values), Code Blue, etc.… b) Obtain radio communications c) Obtain Cellular Phones d) Assess need for "runners" e) Train staff on proper operation	a) Number of radios, cellular phones and placement b) Number of runners required	a) Deploy radios/cellular phones as back-ups b) Place radios/phones at identified critical areas (lab, operators, work pool) c) Deploy runners
11. VISTA & Other Computer Applications	*1. Loss of access to patient records*	IRMS, Information Security Officer	1. Reduce Clinic schedule for period following Dec 31st, 1999 2. For all emergency clinic procedures, obtain hard copy charts 3. List of critical contacts (Lab, Nursing, Respiratory)	1. List of critical automated information for clinic operation 2. Patient load anticipated for Dec 31st through following week 3. Determine number of drivers required to access off-site information	1. Only emergency clinic visits for days following Dec 31st, 1999 (week of 1/3/00) 2. Print out and storage of hard copy charts 3. Train clinic personnel on "manual" procedures for obtaining automated information (lab values, charts, etc.)
12. Alarms (Fire, Code Blue, Security, Medical Gases, Nurse Call, Refrigeration; etc.)	*Inability to call or hear fire alarm. Unable to call Code Blue. Cannot tell when medical gas supply is compromised.*	Facility Engineering, Safety Office, Materiel Management, and Biomedical Engineering	1. Insure backup (2-way radio) is available. 2. Orient and review fire watch procedures 3. Set up frequent walk-thrus for alarm conditions 4. Orient staff to act as "runners"	1. Assess situation for each system; insure alarms are checked for accuracy on alarm 2. Assess backup levels of available gases in cylinders	1. Report status to command center with assessment 2. Institute fire watch and alarm watch, with communications backup (if needed and available)
13. Elevators & Other Vertical Transport	*Minimal impact on operations. .*	Clinic Head Nurse Facilities Management	a) Vertical Transport for emergency diagnostic procedures or evacuation only b) Train staff on vertical transport c) Acquire ample supply of litters	a) If the elevators are not operational utilize manual vertical transport b) Ensure enough litters on hand for emergency evacuation	a) Deploy enough litters to handle evacuations

ÿ **All contingency preparations have been completed**

Mission Critical System	Potential Problems	Contact for Assistance in Preparing for Potential Problems	Preparations to Make to Minimize Potential Problems	IF THERE IS AN INTERRUPTION IN OPERATIONS DUE TO LOSS OF THE CRITICAL SYSTEM, THEN: Assess the situation for:	Action required:
14. Transport Systems (Robotic, Pneumatic Tube, Tracked Vehicle; etc.)	*No local impact -- no system in clinic.*				
15. Central Medical Gases (Oxygen, Medical Air, Vacuum)	*a) Very little impact*	Facilities Management; CLINICS Head Nurse; SPD	a) Number of patients requiring use of Medical Gas b) Identify ancillary equipment needs such as tank holders, regulators, portable suction, canisters, etc…	a) Number of patients requiring medical gas b) Monitor distribution of gases	a) Deploy supplemental Oxygen and air tanks, portable suction units b) Clinic Head Nurse will monitor gas delivery for re-ordering
16.Biomedical Equipment	*1. Loss of critical equipment such as ECG system, lasers, Ophthalmic instrumentation, vital signs monitors, etc. would incapacitate clinics*	Outpatient Clinic Manager Biomedical Engineering	1. Reduce Clinic schedule for period following Dec 31st, 1999 2. Confer with Biomedical Engineering on emergency procedures with the use of identified critical equipment 3. Weekend of Jan 1 , 2000 testing of proper operation 1. Train staff on emergency procedures. 2. Obtain adequate back up or alternate source for critical clinic operation.	1. Determine critical equipment requirements for clinics 2. Determine back-ups/emergency procedures	1. Deploy back up or alternate source for critical clinic operation.
17.					
18.					

ÿ **All contingency preparations have been completed**